



## SIB 65 13 17

2020-06-30

### RECALL CAMPAIGN 17V-495: REPLACE DRIVER'S AIR BAG MODULE (PSDI-X) EXPANSION

This Service Information Bulletin (Revision 4) replaces SI B65 13 17 **dated March 2020**.

#### What's New (Specific text highlighted):

- Parts Retention and return sections updated
- Warranty Section

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

For centers that qualify, this Recall repair is eligible to be performed via Mobile Assistance.

## MODEL

F12 (M6 Convertible)	F13 (M6 Coupe)	F25 (X3 Sports Activity Vehicle)	
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## SITUATION

BMW is conducting a Voluntary Safety Recall of BMW X3 (F25) and M6 (F12/F13) vehicles involving the driver's air bag module (PSDI-X).

## AFFECTED VEHICLES

This Recall Campaign involves Model Year 2011-2013 BMW X3 (F25) and M6 (F12/F13) vehicles.

Approximately 3,365 vehicles have been added to recall 17V-495 that was announced August 8, 2017. Total approximate number of vehicles affected is now 6,785.

This new recall is an extension to the previous recall 16V-683.

Customer notification letters announcing that a remedy is available will be mailed early October 2017.

Vehicles in dealer inventory are affected by this recall/stop. Vehicles which are affected will show the campaign as "Open" when checked either in AIR or ISPA Next.

The affected vehicles will be identified with the comment: **0032560200 B651317 Recall: Driver's Air Bag Module PSDI-X.**

Stop Sale	Stop Code	Defect Code - Defect Desc	Bulletin Number	Recall Number	Campaign Type	Stop Sale Start Date	Camp. Current Status, Camp. Current Status Date	Reserved By, Reserved Date	Override Dealer, Override RO, Override RO Close date	Claim Dealer, Claim RO, Claim Number
		0032560200 - B320517 Recall: Do not retail or deliver	B32 05 17	17V-495	Safety	08/16/2017	00 - Open 08/16/2017			GRUSB6517-15

This Recall shows up under a different bulletin number in the vehicle inquiry. This is because the Recall was initially released as SI B32 05 17. This will be corrected once this SI releases.

## CAUSE

Due to a supplier production error, air bag gas inflators were incorrectly welded. This issue is related to supplier production and not the propellant used.

## **CORRECTION**

Replace the driver's front air bag module.

## **PROCEDURE**

Please record exterior cosmetic condition of air bag cover and steering wheel on the Repair Order prior to any repair.

Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- REP 32 34 020 – Removing and installing/replacing air bag unit
- REP 32 34 030 – Removing and installing/replacing air bag unit (sports steering wheel)
- REP 32 34 030 – Removing and installing/replacing air bag unit (M sports steering wheel)



Note: Before installing the replacement part, the new air bag module's serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.

## **PARTS INFORMATION**

**Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin.**

Performing a part number look-up in ETK by VIN or model will result with the wrong part(s) being invoiced and installed.

The claim processing will be delayed if any un-related extra parts are charged and claimed with this repair. Only order 1 of the following air bag modules per vehicle:

Part Number	Description	Quantity
32 30 6 888 435	Basic airbag module, driver's side F25	1
Or		
32 30 6 888 441	Driver's side airbag module, Sport F25 (vehicles with SA0255 or SA0710 or SA02TB)	1
Or		
32 30 8 092 725	Driver's side airbag module, M Sport for F12M and F13M	1

## **PARTS RETURN INFORMATION**

**Recalled parts that are removed from BMW vehicles cannot be used for resale!**

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA (BMW of North America).

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

Upon claim payment, a DCSnet part return tag will be generated for the driver's front air bag module with special handling instructions.

- Please DO NOT return these recalled air bag modules directly to the WPRC (Warranty Parts Return Center).

**Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.**

**Your center is responsible for following all rules and regulations that apply to shipping dangerous goods as described in the attachment.**

A shipping procedure has been created for returning the replaced air bag modules directly to Takata. There is also a procedure available for Bulk Shipping 15 or more air bag modules at one time to Takata.

These procedures are contained in the Part Return Program Instructions and Bulk Ship PDF attachments to this bulletin; please read both of them. Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

- [Scfieldaction.14305@xpo.com](mailto:Scfieldaction.14305@xpo.com)

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly).

## **WARRANTY INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply:

<b>Defect Code:</b>	<b>0032560200</b>	<b>F12 F13 F25 replacing driver's airbag (PSDI-X)</b>
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**Vehicle is already in the workshop-**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 65 729	Replace the driver's airbag (Plus work)	3 FRU

Or:

**The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
# 2	00 65 157	Replace the driver's airbag (Main Work)	5 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

### **Claim Repair Comments-**

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B65 13 17 WP 1), unless otherwise required by State law.

Note: The serial number of the new air bag module must be entered as in the comment field of the warranty application. The claim will be rejected if the serial number is missing from the warranty claim.

### Mobile Assistance - Off Site Repair

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Assistance Off-Site Repair which includes an additional labor allowance.

Qualifying BMW centers are those that currently own and operate a Mobile Assistance Program vehicle. Other centers that may qualify are those who have officially registered their interest in conducting mobile service and mobile assistance work for the BMW Roadside Assistance Program.

If you have not already registered, please send an email with contact information to [roadside.assistance@bmwna.com](mailto:roadside.assistance@bmwna.com).

Additional information can be found in the Mobile Assistance program guide in CenterNet, it is located under the Customer Relations menu.

### Claim - Labor Reimbursement (Special Rate Applies)-

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operation's published flat rate unit (FRU) allowance at a of rate of 200 percent. This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

### Time Control and Documentation-

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the on-call technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period of time (for example, on multiple calls), only one on/off punch time is required.

### Claim Submission-

In addition to the Takata Air Bag Recall repair order line item, please open an additional line item as describe below:

Defect Code:	85820269TK	Takata Recall - Mobile Assistance Off-Site Repair
:		
Labor Operation	Description	Labor Allowance
65 99 000	Additional labor allowance to perform off-site repair through Mobile Assistance	# FRU

Claim the applicable special labor operation's stated FRU allowance in full a second time using the defect code and labor operation provided above.

### Notes:

- Identify this line time as Additional labor for a Mobile Assistance off-site repair.
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code 65 99 000 is not considered a Main labor operation.

### Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have their driver's front air bag module replaced as a result of an accident. In such a case, either an insurance company or the customer themselves, paid for the replacement of the above mentioned air bag module in conjunction with the accident repairs. Such cases are not covered by this campaign and are not entitled to reimbursement.

### Supporting Materials

[picture\\_as\\_pdf B651317 Recall Notice.pdf](#)

[picture\\_as\\_pdf REP 32 34 020 Removing and installing replacing air bag module.pdf](#)

[picture\\_as\\_pdf B651317 17V-495-Driver's Air Bag PSDIX\\_QA\\_16August2017\\_final.pdf](#)

[picture\\_as\\_pdf REP 32 34 030 Removing and installing replacing air bag module Sport Steering Wheel.pdf](#)

[picture\\_as\\_pdf B651317 Parts Bulk Ship Return.pdf](#)

[picture\\_as\\_pdf B651317 Parts Return Program Instructions.pdf](#)

[picture\\_as\\_pdf REP 32 34 030 Removing and installing replacing air bag module M Sports Steering Wheel.pdf](#)

## **SAFETY RECALL NOTICE**

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 17V-495: Replace Driver's Air Bag Module B32 05 17

BMW AG is conducting a Voluntary Safety Recall (effective August 16, 2017) on Model Year 2011-2013 BMW X3 and M6 vehicles involving the driver's air bag module (PSDI-X).

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

**Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.**

**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

**REP-REP-RAF2532-3234020 Removing and installing/replacing airbag unit&comma; VIN: XXXXXXXX**

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ISTA system version	3.56.21.16873	Data version	R3.56	Programming - data
VIN	XXXXXXXX	Vehicle	X'/F25/off-road vehicle/X3 sDrive28i/N20/AUT/US/left-hand drive/2014/06	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

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32 34 020

**Removing and installing/replacing airbag unit**



**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with safety regulations for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.

**Important!**

Steering wheel must be replaced if airbag unit has been triggered!

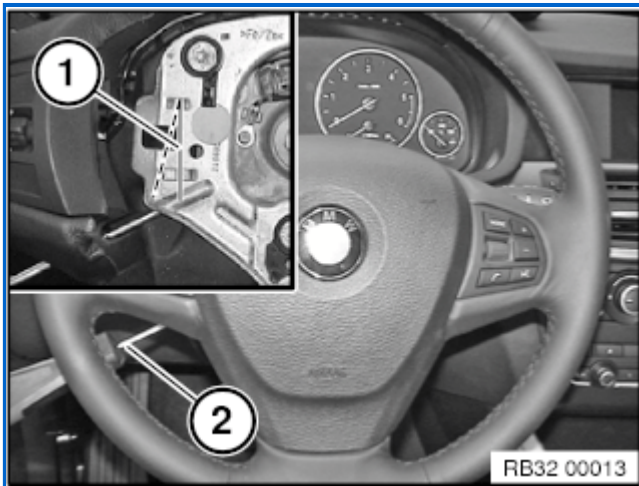


Follow [procedure after airbag deployment](#).



#### Necessary preliminary work:

- Disconnect [battery earth lead](#)
- If necessary, remove shift paddles



Insert Torx screwdriver T25 (2) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 1.5 cm).

Press spring leg (1) inward until airbag is unlocked.

Repeat procedure on other side.

#### *Installation note:*

Make sure electrical leads are correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



#### Warning!

Danger of injury!

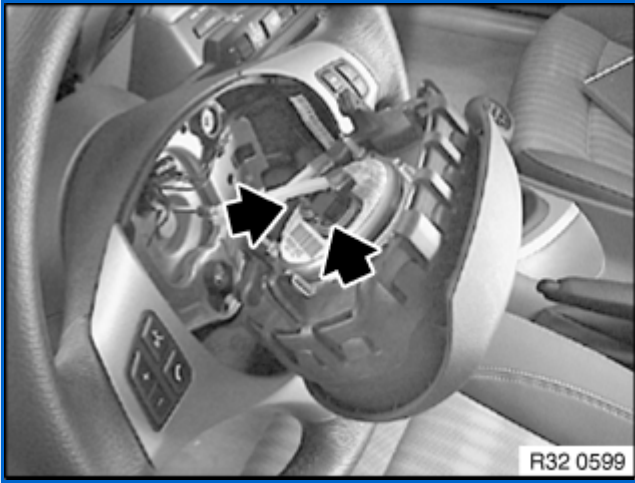
Airbag unit may only be set down with the airbag itself facing upwards.

Tilt airbag unit forwards.

Disconnect plug connections and remove airbag unit.

#### *Installation note:*

Connect plugs to connections of same colour on airbag unit.



**REP-REP-RAF1532-3234030\_MLENKRAD Removing and installing/replacing airbag unit (M sports steering wheel)&comma; VIN: XXXXXXXX**

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ISTA system version	3.56.21.16873	Data version	R3.56	Programming - data
VIN	XXXXXXXX	Vehicle	X'/F15/off-road vehicle/X5 sDrive35i/N55/AUT/US/left-hand drive/2014/08	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

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32 34 030

**Removing and installing/replacing airbag unit (M sports steering wheel)**



**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.

**Important!**

[Steering wheel](#) must be replaced if



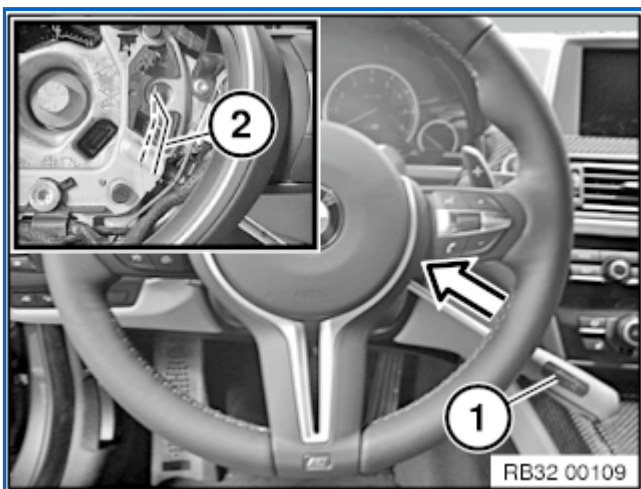
airbag unit has been triggered!

Follow [procedure after airbag deployment](#).



### Necessary preliminary tasks:

- Disconnect [battery earth lead](#)



Insert Torx screwdriver T27 (1) straight into concealed opening until a spring resistance can be felt.

Press in wire spring clip (2) with Torx screwdriver T27 (1) in direction of arrow until the airbag unit is unlocked.

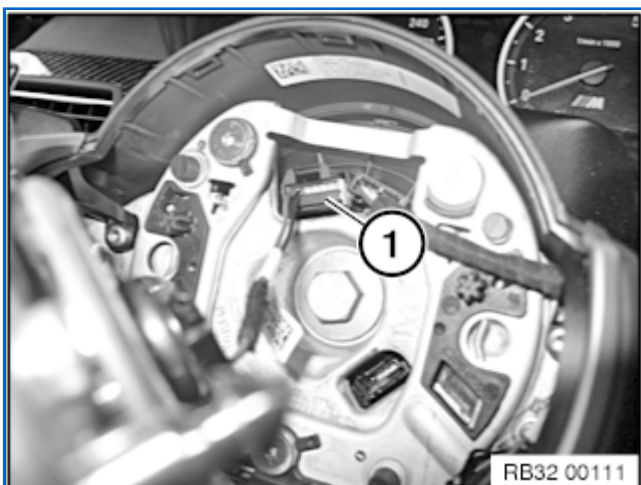
Repeat the procedure on the left steering wheel side and carefully raise the airbag unit.



### Warning!

Danger of injury!

The airbag unit may only be set down with the airbag itself facing up.



Raise airbag unit towards rear.

Disconnect plug connections(1) and remove airbag unit.

### *Installation note:*

Make sure electrical leads are correctly positioned.

Carefully press airbag unit plane-parallel in direction of steering column shaft into steering wheel with uniform pressing force until it engages noticeably and audibly.

**REP-REP-RAF1532-3234030 Removing and installing/replacing airbag unit (sport steering wheel)&comma; VIN: XXXXXXXX**

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ISTA system version	3.56.21.16873	Data version	R3.56	Programming - data
VIN	XXXXXXXX	Vehicle	X'/F15/off-road vehicle/X5 sDrive35i/N55/AUT/US/left-hand drive/2014/08	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

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32 34 030

**Removing and installing/replacing airbag unit (sport steering wheel)**



**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with safety regulations for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.

**Important!**

[Steering wheel](#) must be replaced if



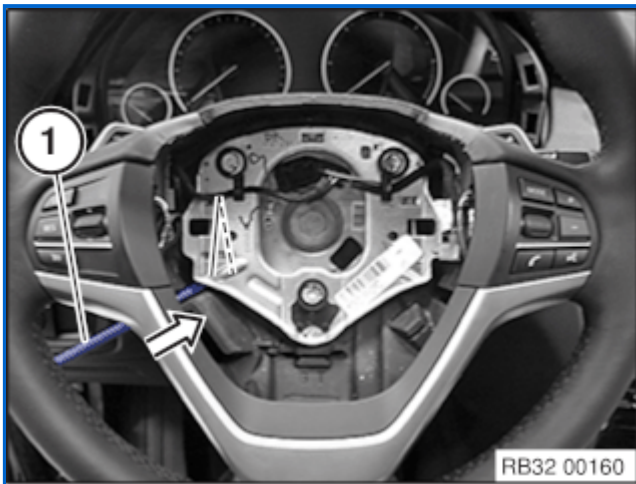
airbag unit has been triggered!

Follow procedure after airbag deployment.



#### Necessary preliminary tasks:

- Disconnect [battery earth lead](#)



Insert Torx screwdriver T30 (1) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 2 cm).

Increase pressure on spring leg using Torx screwdriver T30 (1) until airbag unit is released.

Repeat procedure on other side.

#### *Installation note:*

Make sure electrical leads are correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



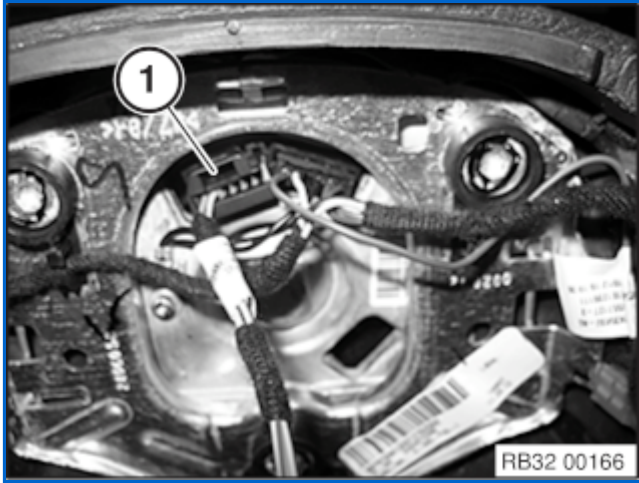
#### Warning!

Danger of injury!

The airbag unit may only be set down with the airbag itself facing up.

Tilt airbag unit towards rear.

Disconnect electrical connectors (1) and remove airbag unit.



# BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

**NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.**

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : [SCTakataRestraints\\_International@xpo.com](mailto:SCTakataRestraints_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words "Restraints" and "International".
  - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039.

## 1. Contact Takata:

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.
  - o **Email:** [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)
  - o **Phone:** 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
  - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
  - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the

## 2. Stacking:

Place the recall airbag components neatly on a pallet, and securely shrink-wrap them to the pallet.

**Note:** The total height of the pallet and boxes cannot exceed 60 inches.



## 3. Labeling:

Securely attach the following labels on each side of the shrink-wrapped pallet.

- o Class 9 Label
- o UN3268 Safety Device \*
- o OVERPACK USED \*

\*You can print these labels on letter size white paper, using Microsoft Word.



## 4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)

Defect Code: 00 32 56 02 00

Safety Device Return Procedure for Airbag Recall

# **\*\*ATTENTION\*\***

**DO NOT** USE THE “1.4 LABEL” **AND DO NOT** FOLLOW ANY INSTRUCTIONS FOUND INSIDE THE REPLACEMENT AIRBAG MODULE'S BOX.

**DISREGARD** THOSE INSTRUCTIONS AND DO NOT RELABEL THE ORIGINAL BOX THAT WILL NOW BE USED FOR RETURNING THE RECALLED AIRBAG.

## **IMPORTANT**

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation (“DOT”) will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer's (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

## CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the module must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

**IMPORTANT:** Do not deploy the safety device. The person packing the used safety device must read and follow the provided instructions.

- Dealers must contact Takata/XPO **Once Every 2 Weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
  - Email: [scfieldaction.14305@xpo.com](mailto:scfieldaction.14305@xpo.com)
  - Phone: 210-250-5079

**NOTE:** Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **Every Other Week**, for shipping instructions:

- Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact: [SCTakataRestraints\\_International@xpo.com](mailto:SCTakataRestraints_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words "Restraints" and "International".
  - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)