




RECALL CAMPAIGN 17V-605: FRONT PASSENGER AIR BAG SEAT OCCUPANCY SENSOR MAT

New information provided by this revision is preceded by this symbol .

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.

This Service Information bulletin supersedes SI B65 16 17 dated **September 2017**.

What's new:

- The “Recall statement” has been added for final repair
- Situation” has been updated.
- “Affected Vehicles” has been added
- “Correction” has been added
- “Procedure” has been added
- “Parts Information” has been added
- “Warranty Information” has been added

MODEL

E83 (X3 SAV)



SITUATION

Over time, depending on the frequency of front passenger seat usage, the OC3 (Front Passenger Seat Occupancy) mat can become damaged. If this were to occur, deactivation of the front passenger airbag could result, increasing the risk of injury in the event of a crash.

Other Air bag-related faults and Repairs

The issue being addressed by this Recall may or may not be the root cause of a vehicle arriving at your center with the air bag (SRS) malfunction light illuminated.

It is important to identify vehicles with the air bag (SRS) malfunction light illuminated during the repair order write-up process; this will allow you to review the scope of the Recall repair with the customer.

It is also important to notify the customer that diagnosing other air bag-related system issues may be required and this diagnosis and corresponding repair work, if needed, is not covered by this Recall.



AFFECTED VEHICLES

BMW AG is conducting a Voluntary Safety Recall (effective September 27, 2017) on Model Year 2006-2010 BMW X3 SAV involving the front passenger air bag seat occupancy sensor mat (OC3).

Approximately 85,462 vehicles are affected by this recall.



Affected vehicles will show the campaign as “Open” when checked either in Warranty Vehicle Inquiry,

AIR or ISPA Next. The affected vehicles will be identified with the description: **0065030300 B651617 Recall: OC3 Mat.**

Customer letters were mailed notifying them that they are affected by this recall. A 2nd letter will be mailed once we start receiving parts to let customers know they can come in for repair.



CORRECTION

Replace the OC3 seat mat.



PROCEDURE

For all affected vehicles:

1. Follow repair procedure REP 65 77 604 Replacing sensor mat (OC3 mat) for passenger seat occupancy detector.



NOTE: Replacement of the OC3 mat is included in the replacement of the seat padding. Parts

specified include both. Replacement of the seat cover is not necessary.



The transport rod must be removed before seat padding is installed.

2. Enable the OC3 mat after installation is completed.



PARTS INFORMATION

Part Number	Description	Quantity
52 10 3 455 246	Basic seat upholstery OC3	1
Or		
52 10 3 455 248	Sports seat upholstery parts OC3	1
And		
52 10 8 211 438	Hex bolt M10	2
07 14 9 156 956	Hex nut with ribs M10	2
52 10 8 099 039	Screw M8X21 T40	2
07 14 9 148 310	Hex bolt 2	1
52 10 1 945 543	Clamps	As needed

UPDATE! **WARRANTY INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	0065030300	
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Main work

Labor Operation:	Labor Allowance:	Description:
00 65 190	28 FRU	Replacing seat occupancy detection floor mat, basic seat, manual
00 65 191	25 FRU	Replacing seat occupancy detection floor mat, basic seat, electrical
00 65 192	28 FRU	Replacing seat occupancy detection floor mat, sports seat, manual
00 65 193	24 FRU	Replacing seat occupancy detection floor mat, sports seat, electrical

Plus Work – Vehicle is already in the Workshop

Labor Operation:	Labor Allowance:	Description:
00 65 786	26 FRU	Replacing seat occupancy detection floor mat, basic seat, manual
00 65 787	23 FRU	Replacing seat occupancy detection floor mat, basic seat, electrical
00 65 788	26 FRU	Replacing seat occupancy detection floor mat, sports seat, manual
00 65 789	23 FRU	Replacing seat occupancy detection floor mat, sports seat, electrical

And, as applicable:

Alternative Mobility Solutions (AMS) Reimbursement

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, please claim this under the Defect Code noted above as follows:

Sublet Code “2”	See below	Alternative Mobility Solution (AMS) expense reimbursement
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Claimable AMS-related reimbursement items and allowances (at cost, no markup)

- Mass transit (Up to \$15.00);
- Taxi and livery services (Up to \$15.00);
- “On-demand” Phone app-based transportation services (Up to \$15.00); or

- Vehicle pickup/drop off service “to and/or from” a customer’s home or business location (Up to \$25.00).

Please refer to SI [B01 29 16](#) for additional information. Itemize this sublet amount on the repair order and in the claim comment section.

TREAD Act - Previous Customer-Pay Repairs

If your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” prior to the release of this Recall Service Information bulletin, BMW of North America, LLC (“BMW NA”) will reimburse this previous repair.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to “address the issue” described in this “Recall” Service Information bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under Defect Code 85 99 00 12 NA, as follows:
 - Sublet Code “3”
 - Dollar amount (with no markup)
 - Comment: Recall: Front Passenger Air Bag Seat Occupancy Sensor Mat - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
 - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process).

Note: A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other “unrelated issues” on an affected or non-affected vehicles does not qualify for reimbursement.

This claim submission for the “prior customer-pay reimbursement,” when it is submitted as outlined under Defect Code “85 99 00 12 NA,” **will not close the** “Open” Safety Recall on the vehicle.

The applicable “open” Recall repair must still be performed on the vehicle.

Posted: Wednesday, March 21, 2018

ATTACHMENTS

View PDF attachment [2017-577-17V-605-E83-AirBagSeatMat-ONL-\(DraftForNHTSA\)](#).

View PDF attachment [B651617 Recall Notice](#) .

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SAFETY RECALL NOTICE

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

RE: Recall 17V-XXX: Front Passenger Air Bag Seat Occupancy Sensor Mat B65 16 17

BMW AG is conducting a Voluntary Safety Recall (effective September 27, 2017) on Model Year 2006-2010 BMW X3 SAV involving the front passenger air bag seat occupancy sensor mat (OC3).

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.



IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle, [INSERT VIN]

Recall Campaign No. 17V-xxx: Front Passenger Seat Occupant Detection Mat

November 2017

DRAFT

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2006 – 2010 BMW X3 Sports Activity Vehicles (SAV). Our records indicate that you are the owner of a vehicle in this recall.

Why are we contacting you?

We are pleased to inform you that we are ready to perform this recall. **If you have not already had this recall performed, then please contact your authorized BMW center immediately to schedule an appointment to have this important recall performed.** Visit www.bmwusa.com/dealers to locate your nearest BMW center.

What could happen?

The issue involves the front passenger seat occupant detection mat. Cracks may develop in the mat. If this occurs, the front passenger air bags, with the exception of the head protection system, will be deactivated, increasing the risk of injury during a crash, and both the air bag warning lamp as well as the passenger air bag “on-off” lamp, will be illuminated. In this situation, BMW recommends not to use the front passenger’s seat until the vehicle has been serviced as the front passenger air bags will not deploy. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

What will BMW do?

BMW will replace the front passenger seat occupant detection sensor mat. This free repair will take approximately three hours. You may request alternative transportation from your BMW center while the repair is taking place.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if I am not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>.

If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if I have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your seat belt at all times.

Sincerely,

BMW of North America, LLC

Company

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of North America, LLC

BMW Group Company

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