



SIB 65 01 19

2024-09-27

## RECALL CAMPAIGN 19V-016: DRIVERS FRONT AIR BAG MODULE E84(X1)

This Service Information bulletin (Revision 6) supersedes SI B65 01 19 dated **December 2022**.

### What's New:

- **This recall has been upgraded to a STOP DRIVE**
- Affected Vehicles section updated
- Claim Information section updated

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.

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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### MODEL

E-Series	Model Description	Production Date
E84	X1 Sports Activity Vehicle	from October 1, 2014 through June 30, 2015

### AFFECTED VEHICLES

There are approximately 12,880 affected vehicles in the US. This is an expansion to the previously announced recall 16V-071 and now includes the remainder of Model Year 2015.

Repair Code **0032830200 B650119 Recall: Driver's Front Air Bag Module E84 (X1)** is now displayed in the Open Campaigns paragraph of the Warranty History Inquiry on DCSnet, in the Key Reader, in ISPA and in AIR. Always reference open campaigns to determine if the vehicle is part of this recall.

For E84 (X1) vehicles that show Air Bag Recall Repair Code **0032350200** open, please refer to SI B65 09 17.

### SITUATION

BMW is conducting a Voluntary Safety Recall (effective January 14, 2019) involving the driver's front air bag module on certain BMW vehicles that are equipped with non-desiccated Takata PSDI-5 inflators.

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.

To assist you with customer concerns, please reference the attached Q&A.

**This recall has been upgraded to a STOP DRIVE. Customers with potentially affected vehicles will be instructed not to drive the vehicle until the repair is completed.**

**This stop drive only pertains to the vehicles with the PSDI-5 inflator.**

**If a customer calls in to schedule a repair, the vehicle can be towed to an authorized BMW center for repair.**

**If they require towing, please direct them BMW Special Services at 1-866-835-8615 (8:30 am– 4:30 pm EST, Monday through Friday) who will assist with setting up the towing and appointment.**

### OTHER AIR BAG-RELATED FAULTS AND REPAIRS

This Recall applies to an operational driver's front air bag. The issue addressed will not cause an air bag (SRS) malfunction light to illuminate. It will also not prevent the system from deploying in a front-end collision.

However, a recalled vehicle can arrive at your center with an air bag malfunction light illuminated.

It is 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.**

In this case, replacing the driver’s front air bag module will not correct the other fault code(s).

**CAUSE**

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture.

**CORRECTION**

Replace the driver’s front air bag module.

**PROCEDURE**

Please record the exterior cosmetic condition of the air bag assembly 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 (sport steering wheel)

A video documenting this repair was shown on the May 2016 Service Roundtable.

<p>B65 09 17</p>	<p>It is necessary to document which air bag goes into which vehicle. Therefore the technician is required to note on the repair order the serial number of the new air bag.</p> <p>The serial number must also be entered into the warranty claims comment section.</p> <p>The serial number (circled) can be found on the label on the side of the airbag. This is the longest number usually on the bottom of the label.</p>
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**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.**

Part Number	Description	Quantity
32 30 6 884 664	Air Bag Module, Driver’s side	1

**PARTS RETENTION AND RETURN**

Refer to SI [B01 26 22](#)

**CLAIM INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part number listed above.

<b>Repair Code</b>	<b>0032830200</b>	<b>E8x Replace driver's airbag (PSDI-5)</b>
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### The vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 2	00 67 764	Replace the driver-side front air bag module (Plus work)	3 FRU

Or:

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

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 1	00 67 193	Replace the driver-side front air bag module (Main work)	5 FRU

### Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 01 19 WP 1), unless otherwise required by State law.

### Consequential Repairs (RO and Claim Comments Required)

Due to the age of some of the Takata Air Bag Recall Affected Vehicles, even though the proper repair methods are being followed and performed, unanticipated additional repairs/parts may be necessary as a direct result of performing Takata Air Bag Recall repair procedure.

For this specific situation, please refer to [SI B01 31 18](#) for the Takata Air Bag Recall consequential repair claiming procedure.

### 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.

### Mobile Service - Off Site Repair (OSR)

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Service "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 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 Service program guide in CenterNet which is located under the Customer Relations menu.

### Claim - Labor Reimbursement (Special 200 Percent 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 labor operation's published flat rate unit (FRU) allowance at a rate of 200 percent.

This mobile Service 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 (for example, on multiple calls), only one on/off punch time is required.

### RO Invoicing Main Work Examples for Claim Submission

<b>Repair Code:</b>	<b>0032830200</b>
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RO Recall Campaign Line Item for the work package performed (This is the first 100 percent)

Work Pkg	Labor Operation	Description	Labor Allowance
# 2	00 67 764	Replace the driver-side front air bag module (Plus work)	3 FRU
Or:			
# 1	00 67 193	Replace the driver-side front air bag module (Main work)	5 FRU

Then:

<b>Repair Code:</b>	<b>85820269TK</b>
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Open an additional RO Line Item in conjunction with the campaign WP line item (This is for the additional 100 percent, or 200 percent in total)

Work Pkg	Labor Operation	Description	Labor Allowance
# 2 OSR	32 99 000	Additional labor allowance to perform an "off-site" repair through Mobile Assistance	3 FRU*
Or:			
# 1 OSR	32 99 000	Additional labor allowance to perform an "off-site" repair through Mobile Assistance	5 FRU*

Labor operation code 32 99 000 is not considered a Main labor operation.

### (\* ) TK OSR Labor Calculation Procedure

Claim the WP's special flat rate labor operation code's stated FRU allowance amount, in full, a second time.

### Claim Comments

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- Identify that this line item’s time is for the additional labor that applies to a Mobile Service off-site repair.
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.

### **FEEDBACK REGARDING THIS BULLETIN**

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

#### Supporting Materials

[picture\\_as\\_pdf B650119 Recall Notice.pdf](#)

[picture\\_as\\_pdf B650119 REPAIR INSTRUCTIONS E84.pdf](#)

[picture\\_as\\_pdf B650119\\_Vehicle\\_Storage\\_Agreement\\_-Takata.pdf](#)

[picture\\_as\\_pdf B650119 19V-016\\_E84 DAB QA\\_26Sep2024\\_final.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 19V-016: Driver's Front Air Bag Module E84 (X1) (B65 01 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective January 14, 2019) on Model Year 2015 BMW X1 SAV vehicles that have been produced from October 1, 2014 through June 30, 2015.

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.

**BMW X1 SAV**  
**Model Year 2015**  
**Driver's Front Air Bag Module**  
**Safety Recall 19V-016**  
 Last updated: 9/26/2024

**Q1. Which models are included in this Safety Recall Campaign?**

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
E84	X1 SAV	2015	12,880	October 2014 – June 2015

**Q2. Which inflator is affected?**

This recall campaign involves the Takata PSDI-5 inflator.

**Q3. Why are other X1 vehicles not included?**

Other X1 vehicles are already included in recall 16V-071.

**Q4. Why is this recall just coming out now?**

The recall schedule follows the guidelines published by NHTSA in the May 2016 amended Takata Recall Coordinated Remedy Order.

**Q5. What is the fix?**

The driver's front air bag module will be replaced.

**Q6. How long will the repair take?**

This **FREE** repair may take about an hour; however, additional time may be required depending upon your BMW center's schedule.

**Q7. How will I be notified of this recall?**

You will receive a letter by the beginning of March via First Class mail, advising you of this recall. To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

**Q8. Do I have to wait for my letter in order to have my vehicle serviced?**

No. You should schedule an appointment immediately with an authorized BMW center for service and repair. You can locate your nearest BMW center at [www.bmwusa.com/dealer](http://www.bmwusa.com/dealer).

**Q9. What options are available if it is too inconvenient for me to bring my vehicle to a BMW center for service?** There are a few options to help overcome the inconvenience of bringing your vehicle in for service like mobile repair, alternate transportation, pickup/drop-off, dealer events and towing. Contact your local BMW center to check what is available.

**BMW X1 SAV**  
**Model Year 2015**  
**Driver's Front Air Bag Module**  
**Safety Recall 19V-016**  
Last updated: 9/26/2024

**General Takata Questions**

**Q1. What is the specific concern?**

Takata's investigation to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity) could lead to overly aggressive combustion in the event of air bag deployment.

**Q2. What is desiccant?**

Put simply, desiccant is a substance with properties that enable it to soak up water vapor from the air surrounding it.

**Q3. Why are other BMW models not included?**

Other vehicles have frontal air bags that were produced with different inflators.

**Q4. What can happen as a result of this issue?**

In a crash where the air bag deploys, the air bag inflator housing may rupture and could cause metal fragments to pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

**Q5. Is it possible to find out whether the problem exists in my car?**

No. There is no way to detect if your BMW might have an air bag inflator potentially at risk of rupturing upon deployment in an accident.

**Q6. How did BMW become aware of this issue?**

BMW became aware of this issue from Takata (the air bag module supplier) and NHTSA.

**Q7. Can I continue to drive my vehicle?**

No.

**Q8. I did not receive a letter from BMW regarding my vehicle. How can I find out if my BMW is included in this recall?**

You can check for open recalls a few different ways. You can check for open recalls by entering your vehicle identification number (VIN) at [www.bmwusa.com/recall](http://www.bmwusa.com/recall) and download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department to determine if your BMW is affected. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

**BMW X1 SAV**  
**Model Year 2015**  
**Driver's Front Air Bag Module**  
**Safety Recall 19V-016**  
Last updated: 9/26/2024

**Q9. What if I am not the current owner of this vehicle?**

You can update your vehicle ownership information by registering at <http://www.bmwusa.com/myBMW>.

**Q10. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver's front air bag module?**

In this particular recall, reimbursement is likely not applicable, as you would typically have replaced your frontal air bag module as a result of an accident. In that situation, most likely your insurance company paid for the repair. However, in the very unusual (unlikely) scenario that you previously paid to replace the front air bag module "out-of-pocket" upon learning of this possible defect, you may be eligible for reimbursement. Additional information will be provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

**Q11. I'm not the first owner of this vehicle and am concerned it may have been kept in a high humidity state. What can you tell me?**

Any vehicle that was ever registered in hot and humid area as defined by NHTSA is given priority on the list of customers being notified about this recall.

**Q12. Which states are considered to be high absolute humidity areas?**

Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands.

**Q13. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?**

Per the NHTSA, geographic zones have been established based on the temperature fluctuations and humidity and the exposure time required under those environmental conditions to degrade the propellant to the point where it poses an unreasonable risk to safety. High Absolute Humidity ("HAH") definitions are as follows:

<b>"HAH" or "A"</b>	Time until unsafe propellant degradation is projected between 6-9 years.
<b>"Non-HAH" or "Non-A"</b>	Covers vehicles that have not been identified by the vehicle manufacturer as having been originally sold or ever registered in the HAH region. <b>This includes Zones B and C.</b>
<b>"B"</b>	Time until unsafe propellant degradation is projected between 10-15 years.
<b>"C"</b>	Time until unsafe propellant degradation is projected between 15-20 years.



**VEHICLE STORAGE AGREEMENT**

You, \_\_\_\_\_ are the owner/lessee of a model year \_\_\_\_\_

BMW \_\_\_\_\_ VIN: \_\_\_\_\_ ("Vehicle") \_\_\_\_\_ ("Mileage")

You have been informed that your Vehicle (referenced above) is subject to the Takata Air Bag Recall issued by BMW of North America, LLC ("BMW NA"). The replacement parts to address this Recall are not available at this time.

The authorized BMW center is providing you with a loaner/rental vehicle to drive until BMW NA notifies you that the parts are available to repair your Vehicle, or until such time as the center requests that you return the loaner/rental vehicle, whichever is earlier.

The BMW center will allow you to take your Vehicle (referenced above) home and store it while you are driving the loaner/rental vehicle.

**You therefore agree to the following:**

- You will drive the Vehicle directly home and will not drive it again, other than to return it to the BMW center when the parts are available to perform the Recall repair
- You will store your Vehicle at your home, or another safe location of your choice, at your own risk
- You will ensure that the vehicle's keys are secured and inaccessible to others
- You will maintain your Vehicle and will not alter, modify or sell the Vehicle (except in the case of a leased vehicle, which you may return at the expiration of your lease, if that time pre-dates the availability of the replacement parts for the Recall)
- You understand that you will be responsible for any and all damages caused to the Vehicle if it is driven prior to the performance of the Recall repair, other than directly to or from the center

**By signing below, you expressly agree to all of the terms and conditions set forth herein.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (Signature)

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Telephone Number (Text message: Y / N)

\_\_\_\_\_  
Email

\_\_\_\_\_  
Status i.e., owner, lessor, lessee, etc.

REP-REP-RAE8732-3234020 Removing and installing/replacing airbag unit (**NON - sport steering wheel**)

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E84/off-road vehicle/X1 xDrive35i/N55/AUT/US/left-hand drive/2014/04	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

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!**

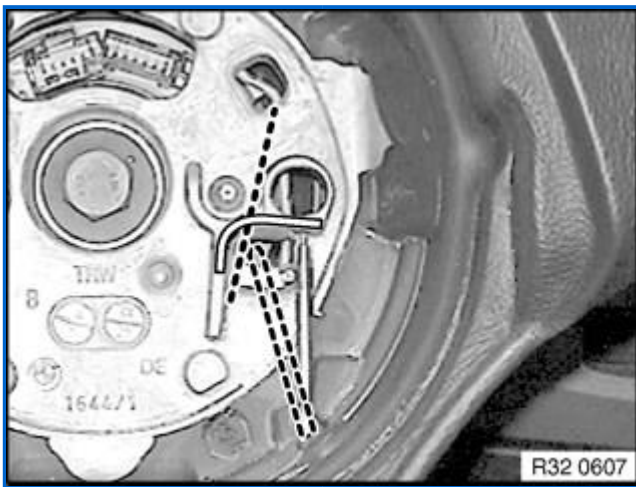


[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#).



Necessary preliminary tasks: Disconnect battery negative lead



Insert Torx screwdriver (T20) roughly straight from below into opening on reverse side of steering wheel up to stop (approx. 5.5 cm). Swing Torx screwdriver (T20) with handle sideways until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical lead is correctly positioned.

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



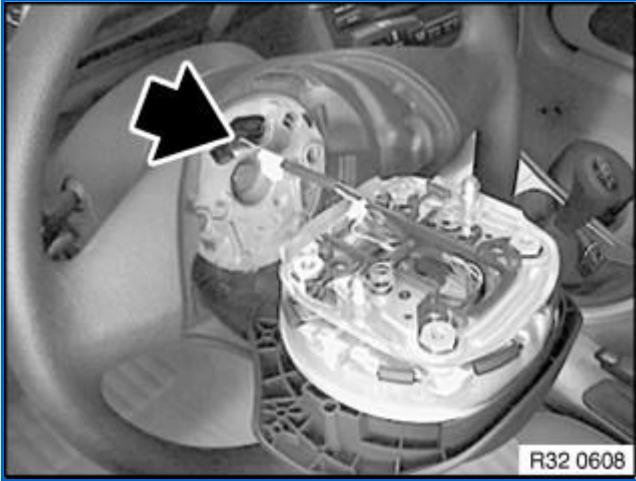
Warning!

Danger of injury!

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

Tilt airbag unit towards rear.

Disconnect plug connection and remove airbag unit.



REP-REP-RAE8732-3234030 Removing and installing/replacing airbag unit (sport steering wheel)

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ISTA system version	3.55.10.16 319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E84/off-road vehicle/X1 xDrive35i/N55/AUT/US/left-hand drive/2014/04	
Int.lev. works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

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32 34 030

Removing and  
installing/replaci  
ng 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 triggering](#).



Necessary preliminary tasks: Disconnect battery negative lead Remove shift paddles for automatic transmission



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

Increase pressure on spring leg (concealed) using Torx screwdriver (T25) until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

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!

Risk 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

.....  
Installati

Connect plugs to connections of same colour  
on airbag

.....