



SIB 65 01 19

2019-02-07

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

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 01 19 dated January 2019.

### What's New:

- SIB Title/Attachments - NHTSA recall number 19V-016 added

### MODEL

E84 (X1)

### 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.

### 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.

Model	Series	Model Year	Approximate Volume	Production Dates
X1 SAV	E84	2014- 2015	12,880	from October 1, 2014 through June 30, 2015

Defect 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 Defect Code 0032350200 open, please refer to SI B65 09 17.

### CORRECTION

- 1- Replace the driver's front air bag module.

## PROCEDURE

Please record exterior cosmetic condition of 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 Round Table.

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. The serial number should also be entered into the warranty claims comment section. The serial number can be found on the label on the side of the airbag. This is the longest number usually on the bottom of the label.

## PARTS INFORMATION

Please monitor the Parts Matrix and DCS messages for the parts ordering procedure.

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

## PARTS RETENTION AND RETURN

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

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 Lightning Resources or the WPRC.

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:

- SCTakataRestraints\_International@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

Claim Submission.

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

<b>Defect Code:</b>	<b>0032830200</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 67 193	5 FRU	Replace the driver-side front air bag module (Main work)
OR		
00 67 764	3 FRU	Replace the driver-side front air bag module (Plus work)

### 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

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 KSD2 flat rate unit (FRU) allowance at a of “rate of 150 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:

<b>Defect Code:</b>	<b>85820269TK</b>	<b>Takata Recall - Mobile Assistance Off-Site Repair</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
32 99 000	# FRU*	Additional labor allowance to perform “off-site” repair through Mobile Assistance

#### \*Labor Calculation Example

If the special flat rate labor for the Takata Air Bag Recall has a stated allowance of 5 FRU, applying the “rate of 150 percent,” this repair will be reimbursed at a total of 8 FRU (7.5 rounded up) as a Mobile Assistance off-site repair:

- Claim the additional “3 FRU” or the “applicable additional FRU amount” using the defect code and labor operation provided above.

#### Notes:

- Round up “half” flat rate units when applicable.
- 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 “32 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.

Posted: Thursday, February 7, 2019

[B650119 Parts Bulk Ship Return.pdf](#)

[REPAIR INSTRUCTIONS E84.pdf](#)

[B650119 Vehicle Storage Agreement -Takata.pdf](#)

[B650119 Parts Return Program Instructions.pdf](#)

[B650119 Air Bag Gas Generator Replacement.pdf](#)

[B650519 Recall Notice.pdf](#)

[19V-016 E84 DAB QA 14Jan2019 final.pdf](#)

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