



SI B65 02 19
Audio, Navigation, Monitors, Alarms, SRS

January 2019
Technical Service

RECALL 19V-XXX: PASSENGER'S FRONT AIR BAG MODULE

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.

MODEL

| | | |
|-----------------------|-------------------|-----------------------|
| E70 (X5 incl. Diesel) | E71 (X6, incl. M) | E72 (X6 ActiveHybrid) |
|-----------------------|-------------------|-----------------------|

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective January 14, 2019) on certain BMW X5 and X6 SAV vehicles that were produced from December 20, 2006 through June 25, 2014. This recall involves vehicles equipped with “non-desiccated Takata PSPI-2 inflators” which need to be replaced.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair in early March 2019.

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

AFFECTED VEHICLES

Approximately 83,016 vehicles are affected by this recall. This is an expansion to the previously announced recalls 16V-364, 17V-020 and 18V-030.

| | |
|-----------------------|---|
| | 19V-XXX ~ 83,016 vehicles Defect code 0072990100 |
| Series/Model | Production Dates |
| E70 (X5 SAV, incl. M) | Dec 2006 – June 2013 |
| E70 (X5 SAV diesel) | Mar 2008 – June 2013 |
| E71 (X6 SAC incl. M) | |
| E72 (X6 ActiveHybrid) | April 2009 – September 2011 |

Defect Code **0072990100** 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.

CORRECTION

Replace the passenger’s front air bag assembly.

PROCEDURE

Please record exterior cosmetic condition of dashboard cover on the Repair Order prior to any repair.

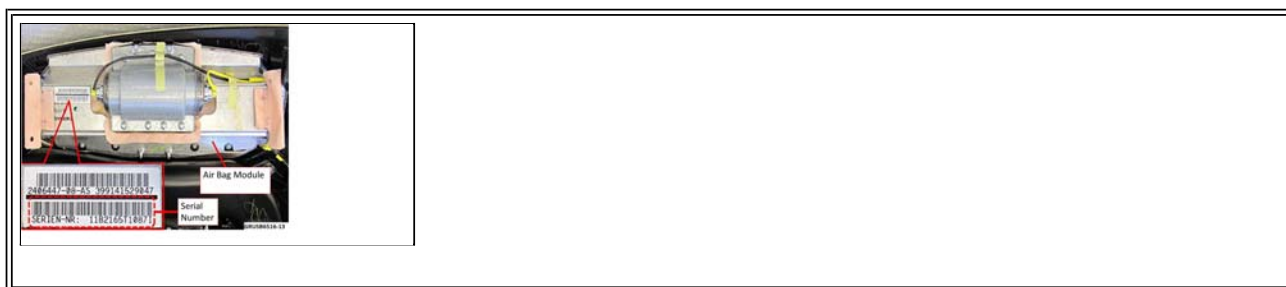
Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- REP 72 12 000 – Removing and installing or replacing air bag module on passenger side

In addition to the repair instructions and to assist you in performing this repair, refer to a step by step video on how to remove the air bag from the vehicle.

- tinyurl.com/V650117

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 dash cover and center console have sharp edges that can cut into the dashboard or seat during removal. Take precautions to prevent contact that can damage the interior.

After installation of the air bag, if there are any noises during the road test:

- Check whether the dashboard is installed correctly. Indications of an installation problem include: Uneven gaps around the dashboard, excessive gaps, and contact between the windscreen and dashboard.
- Follow Non Electrical Diagnosis (NED) Test Plan to repair the noise(s). The NED test plan can be found under the Function Structure tab, 03 Body, 01 Noise, Instrument board and center console interference noise: ABL-DIT-B65116_E70MECH1

This test plan will show different countermeasures for noise(s) based on the location of the noise.

PARTS INFORMATION

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

| Part Number | Description | Quantity |
|-----------------|---|----------|
| 72 12 6 995 901 | Air Bag Passenger Front (Final repair part) | 1 |
| 07 11 9 905 949 | Hex Hut M6 | 8 |

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/EPC by VIN or model will result with the wrong part being invoiced.

PARTS RETENTION

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

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

| | | |
|-------------------------|-------------------------|--|
| Defect Code | 0072990100 | |
| Labor Operation: | Labor Allowance: | Description: |
| 00 67 186 | 34 FRU | Replace the front passenger air bag module (Main work) |
| Or: | | |
| 00 67 755 | 32 FRU | Replace the front passenger air bag module (Plus work) |
| And, when applicable | | |
| 00 67 756 | 2 FRU | Additional work for vehicles with the rear entertainment (DVD) system (SA 6FF) |

To determine which defect code should be used for a specific VIN, please enter the VIN in to AIR (1), or use the key reader/ISPA Light application. Additionally, the defect code that applies to each VIN is displayed in the Warranty Vehicle Inquiry (2).

1. The defect code is listed under the title "campaign number"
2. The defect code is listed under the title "campaign code"

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.

And, as applicable:

Alternative Mobility Solution (AMS)

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

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI [B01 29 16](#) for additional information.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

For this Safety Recall, prior repair reimbursement requests are not likely. Typically, a customer would have their air bag module replaced because it deployed as a result of an accident. In these cases, either an insurance company or the customer themselves pays for accident-related air bag module replacements. These cases are not covered by this recall and are not entitled to be reimbursed.

Posted: Friday, January 18, 2019

ATTACHMENTS

View PDF attachment [19V-xxx E7X PAB QA 14Jan2019 final](#).

View PDF attachment [B650219 Recall Notice](#).

View PDF attachment [B650219 Parts Bulk Ship Return](#).

View PDF attachment [B650219 Parts Return Program Instructions](#).

View PDF attachment [B650219 Vehicle Storage Agreement -Takata](#).

View PDF attachment [REP 72 12 000](#).

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SAFETY RECALL NOTICE

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

RE: Recall 19V-XXX: Passenger's Front Air Bag Module (B65 02 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective January 14, 2019) on certain BMW X5 and X6 SAV vehicles that were produced from December 20, 2006 through June 25, 2014.

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 X5 SAV and X6 SAC
Model Year 2007 - 2014
Passenger's Front Air Bag Module
Safety Recall 19V-xxx
Last updated: 1/14/2019**

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

Included are approximately 83,016 vehicles, with approximate volumes and production dates as noted below.

| Series | Model | Model Year | Approx. Volume | Production Dates |
|--------|------------------|-------------|----------------|------------------------|
| E70 | X5 SAV (incl. M) | 2007 – 2013 | 54,743 | Dec 2006 – June 2013 |
| E70 | X5 SAV (diesel) | 2009 – 2013 | 13,951 | Mar 2008 – June 2013 |
| E71 | X6 SAC (incl. M) | 2008 – 2014 | 14,221 | Feb 2008 – June 2014 |
| E72 | X6 ActiveHybrid | 2010-2011 | 101 | April 2009 – Sept 2011 |

Q2. Which inflator is affected?

This recall campaign involves the Takata PSPI-2 inflator.

Q3. Why are other X5 and X6 vehicles not included?

The vehicles included in this recall are Model Year 2014 and older for Zone A, Zone B, and Zone C. See geographic areas by zone in Q13/14 response. Other X5 and X6 vehicles are already included in recalls 16V-364, 17V-020 and 18V-030.

Q4. What is the fix?

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

Q5. How long will the repair take?

This FREE repair may take approximately four hours; however, additional time may be required depending upon your BMW center's schedule.

Q6. 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.

Q7. Do I have to wait for my letter 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.

Q8. 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.

Q9. Is the driver's front air bag in my vehicle affected by a recall?

You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall. A sample owner notification letter and Q&A are available if your VIN is affected. You can also call or visit your local BMW center's service department.

Q10. Why is this recall just coming out now? I just had my drivers airbag recall performed.

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

BMW X5 SAV and X6 SAC
Model Year 2007 - 2014
Passenger's Front Air Bag Module
Safety Recall 19V-xxx
Last updated: 1/14/2019

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?**
Yes. However, you should have this service performed by an authorized BMW center as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- 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 enter your vehicle identification number (VIN) at 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. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.
- 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 passenger'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.

**BMW X5 SAV and X6 SAC
Model Year 2007 - 2014
Passenger's Front Air Bag Module
Safety Recall 19V-xxx
Last updated: 1/14/2019**

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:

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



REP-REP-RAE7072-7212000 Removing and installing or replacing airbag module on passenger side; VIN: XXXXXXXX

| | | | | | |
|---------------------|---------------|-----------------|---|------------------|---|
| ISTA system version | 3.56.21.16873 | Data version | R3.56 | Programming data | - |
| VIN | XXXXXXXX | Vehicle | X'/E70/off-road vehicle/X5 4.8i/N62/AUT/US/left-hand drive/2010/03 | | |
| Int.lev.works | - | Int.lev. (cur.) | - | Int.lev.(tar.) | - |
| Mileage | 0 km | | | | |

72 12 000

Removing and installing or replacing airbag module on passenger side



Warning!

Read and comply with safety regulations for handling airbag modules and pyrotechnical belt tensioners.

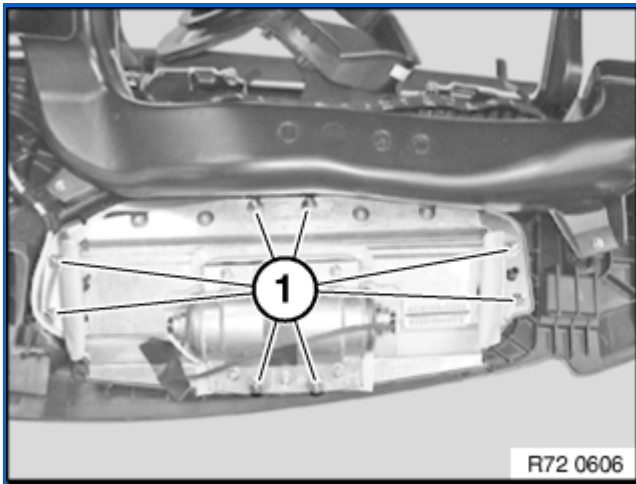
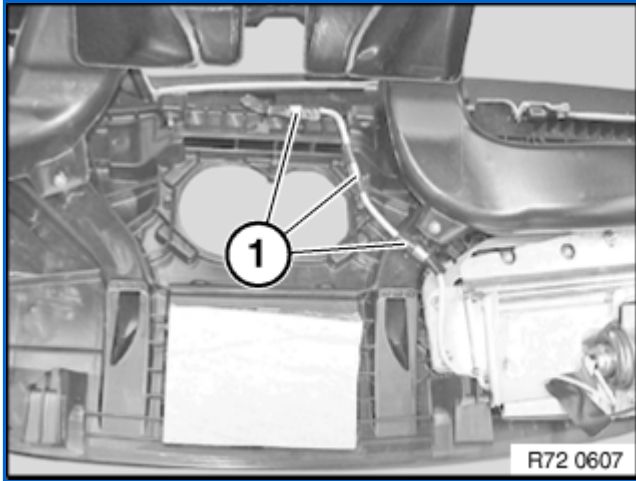
Incorrect handling can activate airbag and cause injury.



Necessary preliminary tasks:

- Clamp off [battery negative lead](#)
- Remove [instrument panel trim](#)

Unclip airbag lead with holders (1) from instrument panel.



Unscrew nuts (1).

Installation:
Replace nuts.

Tightening torque [72 12 01AZ](#).

Remove airbag module from instrument panel.

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
- Dealers in the Hawaiian Islands, please contact: 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
 - 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
 - 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

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.

SI B65 02 19 - Recall Campaign: Passenger's Air Bag Module

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
 - 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, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
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- Dealers in Alaska, please contact: 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

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.