



SIB 65 02 19

2019-02-07

RECALL 19V-017: PASSENGER'S FRONT AIR BAG MODULE

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 02 19 dated January 2019.

What's New:

- Title/Attachments – NHTSA number 19V-017 added

MODEL

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

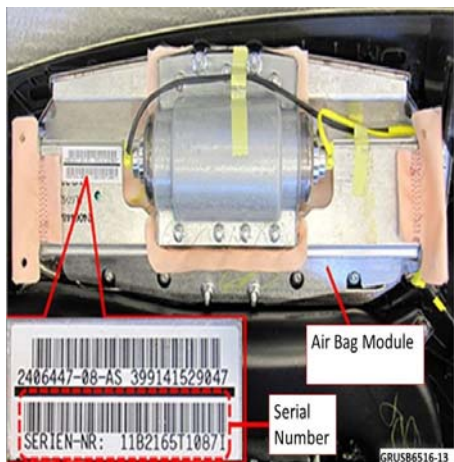
Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- 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: Thursday, February 7, 2019

[B650219_Parts_Bulk_Ship_Return.pdf](#)

[B650219_Parts_Return_Program_Instructions.pdf](#)

[B650219_Vehicle_Storage_Agreement_Takata.pdf](#)

[REP 72 12 000.pdf](#)

[B650219_Recall_Notice.pdf](#)

[19V-017_E7X_PAB_QA_14Jan2019_final.pdf](#)

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