




SIB 51 15 19

2019-05-22

DELIVERY STOP & RECALL 19V-291: DASHBOARD - PASSENGER AIR BAGThis Service Information bulletin replaces SI B51 15 19 **dated April 2019**New information provided by this revision is preceded by this symbol .**What's New:**

- Procedure updated
- Parts updated
- Warranty Information updated

MODEL

G01 (X3 Sports Sactivity Vehicle)	G02 (X4 Sports Activity Coupe)
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AFFECTED VEHICLES

This Recall Campaign involves 50 G01 (X3 SAV) and G02 (X4 SAC) produced from March 19, 2019 through March 20, 2019.

Vehicles which require this Recall Campaign to be completed will show it as Open when checked either in AIR, the Service Menu of DCSnet (Dealer Communication System) or with the Key Reader

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective April 4, 2019) on certain Model Year 2019 BMW X3 SAV and X4 SAC vehicles that have been produced from March 19-20, 2019. Due to an issue during supplier production of the dashboard, deployment of the front passenger air bag in an accident could be impaired.

CAUSE 

Incorrect adhesive was used to attach the outer cover of the dashboard to the dashboard pad.

CORRECTION 

Replace the dashboard.

PROCEDURE 

Replace the dashboard, following repair instructions REP 51 45 031 "Replacing instrument panel trim".

PARTS INFORMATION 

Please review the Parts Matrix for parts ordering information.

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in ETK/AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
Refer to AIR	Instrument trim panel	1
07 14 7 134 265	Sheet metal nut, self-locking	2
07 14 9 200 938	C-Clip plastic nut	8
07 14 9 213 384	Clamp	4
07 14 9 323 312	Combi. Fillister head self-tapping screw	13
51 45 2 353 024	Set felt strip adhesive	1

WARRANTY INFORMATION 

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

Defect Code:	00 51 62 04 00	G01 G02 Replace instrument panel
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:
00 67 907	47 FRU (All)	Replace the instrument panel trim (Plus work)

Or:

The vehicle arrives at your center for this Recall repair (No other Main work will be performed/claimed during this workshop visit)

Labor Operation:	Labor Allowance:	Description:
00 67 300	48 FRU (G01); 49 FRU (G02)	Replace the instrument panel trim (Main work)

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners

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.

Supporting Materials

[picture_as_pdf B511519 2019-BMW-MY2019-G01-02-Dashboard-QA-\(15Apr2019\)-FINAL.pdf](#)
[picture_as_pdf B511519 Recall Notice.pdf](#)

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SAFETY RECALL NOTICE

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

RE: Recall 19V-291: Dashboard – Passenger Air Bag (B51 15 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective April 4, 2019) on certain Model Year 2019 BMW X3 and X4 SAV vehicles that have been produced from March 19-20, 2019.

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.

Safety Recall 19V-291
Dashboard – Passenger Air Bag
Model Year 2019
BMW X3 SAV / X4 SAC
Last Update: 04/15/2019

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

Approximately 50 Model Year 2019 BMW X3 SAV and X4 SAC vehicles in the US produced in March 2019 are potentially affected.

Q2. What is the specific issue?

Due to an issue during supplier production of the dashboard, deployment of the front passenger air bag in an accident could be impaired.

Q3. What can happen as a result of this issue?

This could increase the risk of injury to the front passenger.

Q4. Why are other vehicles not included in this Safety Recall?

Other models did not have an issue with supplier production.

Q5. Can I continue to drive my vehicle?

Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q6. Can I determine if this issue exists in my vehicle?

No. This can only be determined through proper inspection at an authorized BMW center.

Q7. How did BMW become aware of the issue?

BMW became aware of the issue through our quality control procedures.

Q8. How will I be informed of this Safety Recall?

You will receive a letter in late May via First Class mail advising you of this Safety Recall and requesting you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q9. How will my vehicle be repaired?

The dashboard will be replaced.

Q10. How long will the repair take?

This repair should take approximately several hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed **for free** by your authorized BMW center.

Q11. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available, prior to contacting you to schedule your vehicle to have this Safety Recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.