



SIB 65 24 19

2019-12-19

## RECALL 19V-852: DRIVER'S FRONT AIR BAG (NADI) INFLATOR

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 (Revision 2) replaces SI B65 24 19 **dated December 4, 2019**.

### What's New (Specific text highlighted):

- Procedure, Warranty, Parts sections added
- Attachments

## MODEL

E-Series	Model Description	Production Date
E46	3 Series Sedan and Coupe	March 17, 1998 – March 3, 2000

## AFFECTED VEHICLES

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), ISPA Next or Warranty Vehicle Inquiry.

**Note:** Before proceeding with the Recall airbag inspection procedure, please first review the Repair History (Claims) section in the DCSnet Warranty Inquiry for the affected vehicle to see if:

- **DC 32 34 90 03 00 (Preliminary Inspection Only - Later Replacement is Required) has already been claimed.**

If it has, no further action is needed until the replacement part becomes available.

## SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective December 4, 2019) on certain Model Year 1999 and 2000 BMW 3 Series vehicles that were produced between March 1998 and March 2000. Please see attached Recall Notice for further information.

This recall campaign involves vehicles equipped with the single-stage Takata Non Azide Driver Inflator (NADI) which may have been produced with an insufficient seal that could allow moisture to enter the inflator.

There are three separate recalls involving the NADI units.

Recall ID	SIB No.	Recall Description
19V-851	B65 23 19	Driver's Front Air Bag (NADI) Inflator -STOP DRIVE
19V-852	B65 24 19	Driver's Front Air Bag (NADI) Inflator
19V-853	B65 25 19	Driver's Front Air Bag (NADI) Inflator -Spare Parts

Please refer to the attached Q&A for further information.

Parts are currently unavailable. A remedy is being developed and will not be available until sometime next year. Please refer to the weekly Parts Matrix for updates. A follow-up letter will be sent to customers when a service solution becomes available.

We will update this bulletin as soon as additional information is available.

## CAUSE

This recall campaign involves vehicles equipped with the single-stage Takata Non-Azide Driver Inflator (NADI) which may have been produced with an insufficient seal that could allow moisture to enter the inflator.

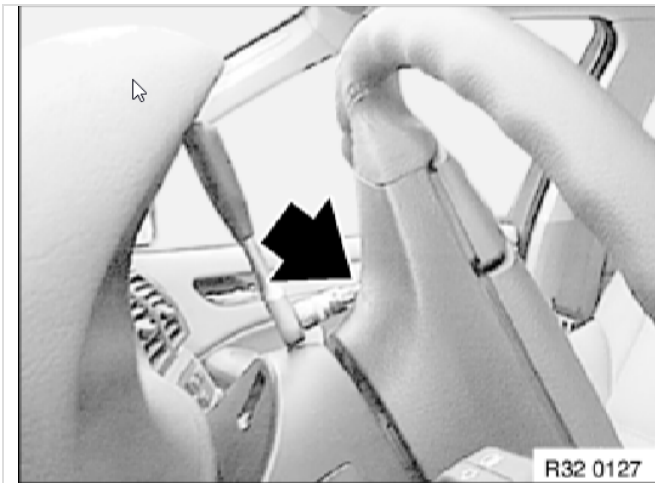
## CORRECTION

The currently installed air bag must be inspected. This inspection can be done remotely.

The serial number on the installed air bag must be compared to the serial number list in the procedure section to determine if it needs to be replaced.

## PROCEDURE

The following check can be performed at the customer's location:

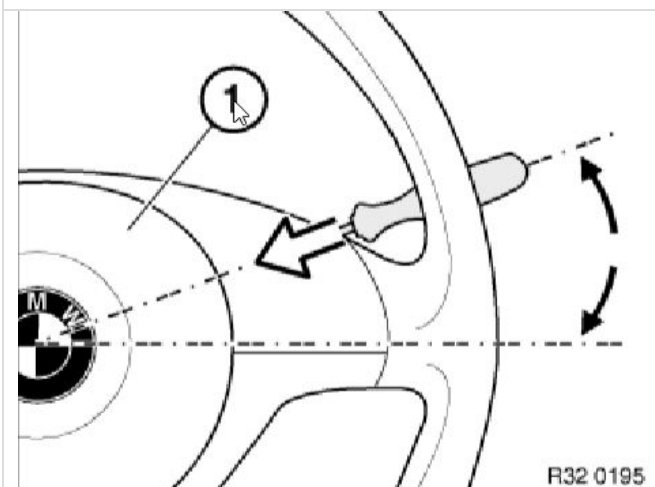


Follow all safety precautions when handling air bags.

Remove **Basic Drivers air bag** as per

**REP 32 34 020** "Removing and installing/replacing airbag unit"

**OR**

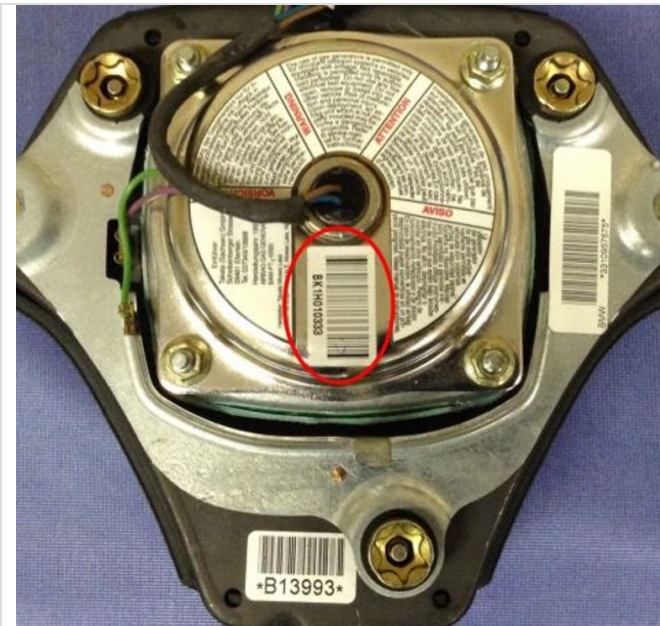
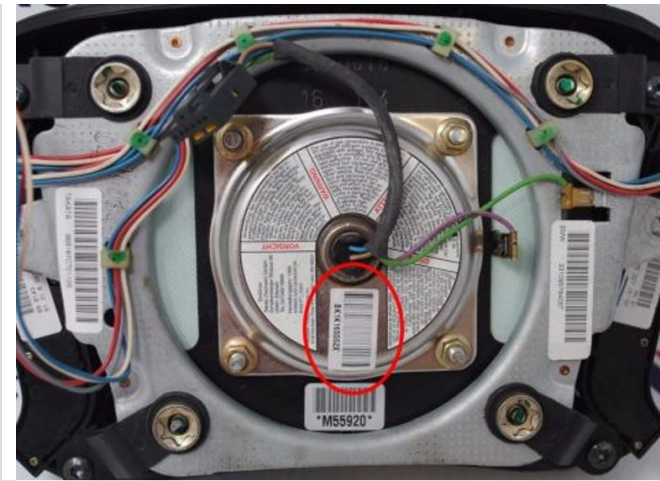


Remove **Sports Drivers air bag** as per

**REP 32 34 020** "Removing and installing/replacing the airbag unit (sports steering wheel, inserted airbag unit)"

Once the air bag is removed and the wiring is disconnected, turn the air bag over to read the parts label(s) on the back.

**Basic Driver's air bag**, showing the location of the parts label.



**Sport Driver's air bag**, showing the location of the parts label.

Parts label (sample):

Digits 1-2 = Type of gas generator  
Digit 3 = Production Line  
Digit 4 = Production year  
Digit 5-11 = Serial #

Refer to the table below to see which category this air bag falls into. Descriptions of each category are shown below the table.

Digits 1-3	Digit 4	Digit 5-11	Repair Category
BKC	H	ALL	<b>Category 1</b> – Drivers air bag must be replaced; the vehicle cannot be driven until repaired.
BKC	J	Up to 0596422	<b>Category 1</b> – Drivers air bag must be replaced; the vehicle cannot be driven until repaired.

BK1	H	ALL	<b>Category 2</b> – Drivers air bag must be replaced once parts become available
BK1	J	ALL	<b>Category 2</b> – Drivers air bag must be replaced once parts become available
BK1	K	Up to 0889843	<b>Category 2</b> – Drivers air bag must be replaced once parts become available
BKC	J	From 059659A	<b>Category 2</b> – Drivers air bag must be replaced once parts become available
BK1	K	From 0889922	<b>Category 3</b> – Air bag is OK
BK1	L M N P Q R U V	ALL	<b>Category 3</b> – Air bag is OK
BK5	-	ALL	<b>Category 3</b> – Air bag is OK
BKV	-	ALL	<b>Category 3</b> – Air bag is OK

If the serial number is not legible or the driver airbag / gas-generator (not type BK) cannot be identified, submit a TSARA case for support. Title the TSARA case **NADI TAKATA RECALL 19V-852**



#### **For Category 1 vehicles:**

**BMW recommends that until an alternative solution has been found the vehicle should not be moved**

Customers can contact Customer Relations at 1-800-525-7417 to discuss the options available for this recall.

#### **For Category 2 vehicles – Important Claim Comment Requirement:**

The serial number of the checked gas-generator must be stated on the repair order and in the comments section of the warranty claim.

Billing of the inspection with the appropriate special labor operation and defect code (3234900300) is mandatory.

#### **For Category 3 vehicles – Important Claim Comment Requirement:**

The air bag is OK and it can be reinstalled. The vehicle should be returned to the customer and the recall should be closed using defect code 0032980200.

The serial number of the checked gas-generator must be stated on the repair order and in the comments section of the warranty claim.

Billing of the inspection with the appropriate special labor operation and defect code is mandatory.

### **PARTS INFORMATION**

There are currently no replacement parts available if the gas generator is checked and requires replacement.

A service solution is being developed. This bulletin will be updated once additional information is available.

## WARRANTY INFORMATION

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

<b>Plus work</b>	Vehicle is already in the workshop for another repair
<b>Main work</b>	The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

### Category 1 and 2 vehicles – Preliminary Inspection Only – Later Replacement is Required (Recall remains OPEN)

<b>Defect Code:</b>	<b>3234900300</b>		
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
# 1	00 68 814	Checking the driver's airbag, later replacement is required (category 1) (Plus work)	3 FRU
Or:			
# 2	00 68 815	Checking the driver's airbag, later replacement is required (category 2) (Plus work)	3 FRU
Or			
# 3	00 68 230	Checking the driver's airbag, later replacement is required (category 1) (Main work)	5 FRU
Or:			
# 4	00 68 231	Checking the driver's airbag, later replacement is required (category 2) (Main work)	5 FRU

### Category 3 vehicles – Inspection Completed and Airbag Replacement is NOT Required (Recall can be CLOSED)

<b>Defect Code:</b>	<b>0032980200</b>		
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
# 5	00 68 816	Only checking the driver's airbag, airbag is OK (category 3) (No repair necessary) (Plus work)	3 FRU
Or:			
# 6	00 68 232	Only checking the driver's airbag, airbag is OK (category 3) (No repair necessary) (Main work)	3 FRU

### 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 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 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

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

## \*Labor Calculation Example

If the special Main work 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 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.

## ATTACHMENTS

- B652419 19V-852\_E46 DAB QA\_4Dec2019
- B652419 Recall Notice

- REP 32 34 020 R I airbag unit
- REP 32 34 020 R I airbag unit sports steering wheel

#### Supporting Materials

[picture\\_as\\_pdf B65 24 19 REP 32 34 020 R I airbag sport.pdf](#)

[picture\\_as\\_pdf B65 24 19 REP 32 34 020 R I airbag unit.pdf](#)

[picture\\_as\\_pdf B652419 19V-852\\_E46 DAB QA\\_4Dec2019.pdf](#)

[picture\\_as\\_pdf B652419 Recall Notice.pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 19V-852: Driver's Front Air Bag (NADI) Inflator – B65 24 19

BMW AG has issued a Voluntary Safety Recall (effective December 4, 2019) on certain Model Year 1999 and 2000 BMW 3 Series vehicles that were produced between March 1998 and March 2000.

**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 Group - AIR: 2019-12-03 / 11:13

Retailer: -/-

Model: 328i A

Development code: E46

Model code: AM63

Lead type: AM63

#### Repair instruction

### Removing and installing/replacing the airbag unit (sports steering wheel, inserted airbag unit)

32 34 020 I REP-REP-RAE4632-3234020SMART - V.2

#### 32 34 020 Removing and installing/replacing the airbag unit (sports steering wheel, inserted 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 release tool for the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.



#### Attention!

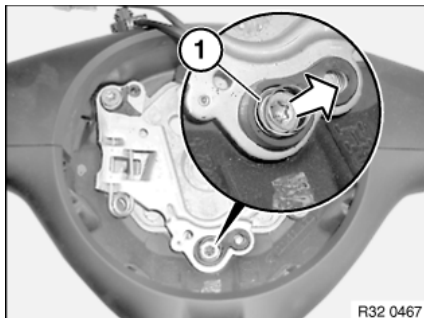
Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag deployment.



#### Necessary preliminary work:

- Disconnect battery earth lead



#### Installation note:

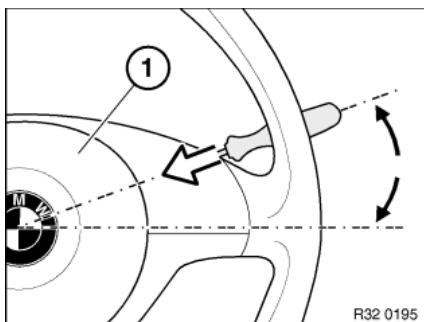
When installing a new airbag unit (see table below), the available ground spring (1) must be removed from the base plate of the steering wheel.

Pull off spring (1) from screw.

Omitting the ground spring (1) on new airbag units is not a safety hazard.

Introduction dates of new airbag units:

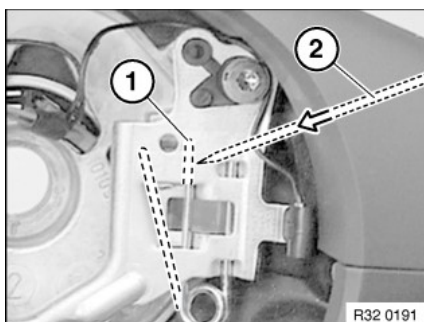
E46:	01/2002
E53:	02/2003
E39:	03/2002



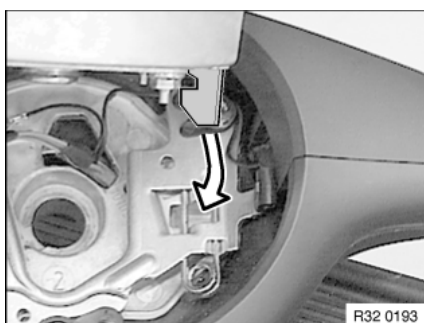
Insert a screwdriver through the opening on the rear side of the steering wheel and press on the lock. In the event of a spring resistance, press the lock up to the limit position and simultaneously pull away the airbag unit (1) from the steering wheel.

Repeat the process on the opposite side.

The process on the next image is illustrated without the airbag unit to make it clearer.



Use the screwdriver (2) to press on the lock (1).



**Installation note:**

Make sure electrical leads are correctly positioned.

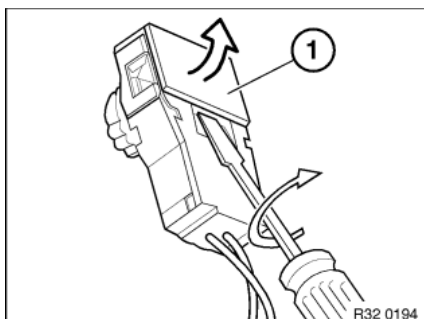
Insert the airbag unit into the locks with the hooks and press it into the steering wheel.



**Warning!**

Danger of injury!

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



Unlocking the airbag plug connection:

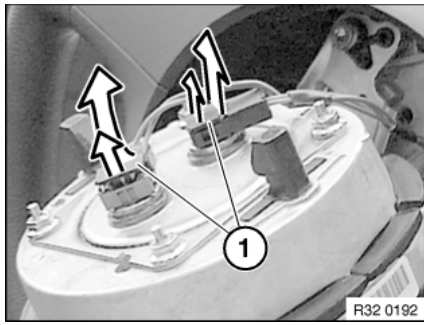
Lever out the lock (1) with a screwdriver.

Open the locks (1) and pull off the connector.

Remove airbag unit.

**Installation note:**

Connect plugs to connections of same colour on airbag unit.



BMW Group - AIR: 2019-12-03 / 11:12  
Retailer: -/-  
Model: 328i A  
Development code: E46  
Model code: AM63  
Lead type: AM63

#### Repair instruction

### Removing and installing/replacing airbag unit

32 34 020 I REP-REP-RAE4632-3234020 - V.1

#### 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



Release screws (Torx T30) on both sides.

#### **Installation:**

Make sure electrical leads are correctly positioned.

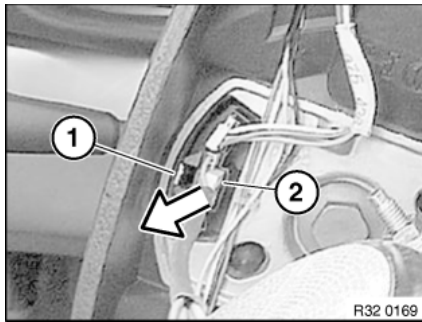
Tightening torque 32 34 1AZ.



#### Warning!

Danger of injury!

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



Press down lock (1) and disconnect plug (2).

Remove airbag unit.



**Replacement:**

Disconnect plug connections on airbag unit and remove connecting cable.

**Installation:**

Connect plugs to connections of same colour on airbag unit.

**Driver's Front Air Bag Inflator (NADI)**  
**Model Year 1999-2000 BMW 3 Series**  
**Safety Recall 19V-852**  
***Date Issued: 12/4/2019***

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

Certain Model Year 1999-2000 3 Series Sedan and Coupe vehicles (E46), produced from March 1998 through March 2000, are potentially affected. Please refer to the table below for further information.

Series	Model Year	Model	Production Dates
E46	1999-2000	323i, 328i	Mar 1998 – Mar 2000
E46	2000	323Ci, 328Ci	Feb 1999 – Jan 2000

**Q2. Which inflator is affected?**

This recall campaign involves vehicles equipped with the single-stage Takata Non Azide Driver Inflator (NADI).

**Q3. What is the specific concern?**

A population of NADI inflators manufactured prior to March 15, 1999 may have been produced with an insufficient seal which could allow moisture to enter the inflator.

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

In a crash where the driver air bag deploys, it may not deploy with sufficient restraint capability which could increase the risk of injury. It is also possible that the air bag housing may explode and could cause metal fragments to pass through the air bag cushion material, which may result in injury or death to the driver and/or other vehicle occupants.

**Q5. Can I continue to drive my vehicle?**

Yes. However, when you are notified that a remedy is available for your vehicle, please contact an authorized BMW center immediately to schedule an appointment to have this important **free repair** performed. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

**Q6. Why are you recalling vehicles after March 1999?**

Vehicles produced after March of 1999 may have received an inflator that was produced during the affected period if the air bag module was replaced during a service visit.

**Q7. Why are other BMW models not included?**

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

**Q8. What is the fix?**

The remedy is currently being developed. When it is available, the driver air bag inflator will be inspected and, if necessary, replaced with a newly designed inflator.

**Q9. How will I be notified of this recall?**

Letters will be sent out in January 2020 via First Class mail, advising customers 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.

**Driver's Front Air Bag Inflator (NADI)  
Model Year 1999-2000 BMW 3 Series  
Safety Recall 19V-852  
Date Issued: 12/4/2019**

**Q10. Do I have to wait for my letter in order to have my vehicle repaired?**

Yes. BMW is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).

**Q11. 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.

**Q12. How did BMW become aware of this issue?**

BMW became aware of this issue through its quality control procedures.

**Q13. 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 enter 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. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

**Q14. 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>.

**Q15. 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 driver front 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 is provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.