

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Reminder NADI Parts Ordering and Customer Handling
Date: Tuesday, August 18, 2020 8:48:25 AM

Publish Date: August 18, 2020
From: Technical Service
Expiration Date: September 04, 2020

DCSnet Message
Important



Subject: Reminder NADI Parts Ordering and Customer Handling

Reminder Instructions for NADI Vehicles, **please do not refer customers to the BMW Recall Resolution team noted in bulletin B65 23 19 (19V-851) for vehicles under recalls 19V-852 and 19V-853.** The team is not equipped to handle calls for those recalls, please follow the instructions noted below for vehicles under recalls 19V-852 and 19V-853.

19V-851:

- The BMW Recall Resolution team will continue to order parts on your behalf when a customer contacts them
- Parts are shipped VIN specific and must be used on that VIN
- The VIN is the PO followed by 851 for the recall number
- If a customer arrives at your dealership without an appointment set up by the BMW Recall Resolution Team, please do a key read and then enter a Recall IDS Ticket Request.

19V-852:

- If remedy status is red and the car is in the shop, perform the inspection. If a **category 1** part is found, submit a Recall IDS Ticket with a clear picture of the serial number.
- If a category 2 part is found, please follow the claim procedure outlined in the SIB.
- If remedy status is green, perform the inspection and if category 1 or category 2 part is found, then please submit a Recall IDS Ticket

19V-853:

- Limited parts are available only for vehicles with a **category 1** air bag
- If it's a category 1 air bag, submit a Recall IDS ticket with a clear picture of the serial number
- If a category 2 part is found, please follow the claim procedure outlined in the SIB.

Attachments: No Attachments No Attachments

Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel

