



SIB 65 02 20

2020-01-16

## RECALL CAMPAIGN 20V-016: REPLACE 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.

### MODEL

E-Series	Model Description	Production Date
E70	X5 including M Sports Activity Vehicle	September 27, 2006 – March 28, 2012
E70	X5 diesel SAV	November 4, 2008 – November 28, 2012
E71	X6 including M Sports Activity Coupe	February 20, 2008 – February 20, 2012
E72	X6 Active Hybrid SAC	October 8, 2009 – January 12, 2011

### AFFECTED VEHICLES

Vehicles which are affected by this recall were included in an earlier Takata recall and received an interim remedy.

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.

### SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective January 16, 2020) on certain Model Year 2007 - 2012 BMW vehicles that were produced between September 27, 2006 and November 28, 2012.

This recall is for vehicles which have already had the PSPI-2 passenger front air bag replaced as part of a previous recall.

The currently installed part must be inspected.

- If it is an interim repair air bag, it corresponds technically to the originally installed passenger air bag.
  - This means that the gas generator in the passenger front airbag can malfunction if it has been exposed to high levels of absolute humidity and high temperature fluctuations for years.
  - We will be installing a final remedy part and removing the currently installed interim passenger air bag.
- If it is a final repair air bag (part number 72 12 6 995 901), no further action is necessary and this recall can be closed.

### OTHER AIR BAG-RELATED FAULTS AND REPAIRS

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This Recall applies to an operational passenger's front air bag. The issue addressed will not cause an air bag (SRS) malfunction light to illuminate. It will also not prevent the system from deploying in a front-end collision.

However, a recalled vehicle can arrive at your center with an air bag malfunction light illuminated.

It is important to notify the customer that diagnosing other air bag-related system issues may be required and this diagnosis and corresponding repair work, **if needed, is not covered by this Recall.**

In this case, replacing the passenger's front air bag module will not correct the other fault code (s).

## **CAUSE**

After long-term exposure in areas with a high level of humidity, moisture may enter the housing of the gas generator on the passenger's front air bag.

- In the event of a crash necessitating deployment of the front passenger's air bag, the moisture may create excessive internal pressure, possibly causing rupture of the air bag inflator and resulting in metal fragments striking and injuring the front passenger or other passengers

## **CORRECTION**

Replace the passenger's front air bag assembly.

## **PROCEDURE**

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

Access front passenger air bag to read the parts label.

- If it is a final repair air bag (part number 72 12 6 995 901) no further action is necessary and this recall can be closed.
- If it is any other part number, perform the Recall 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.

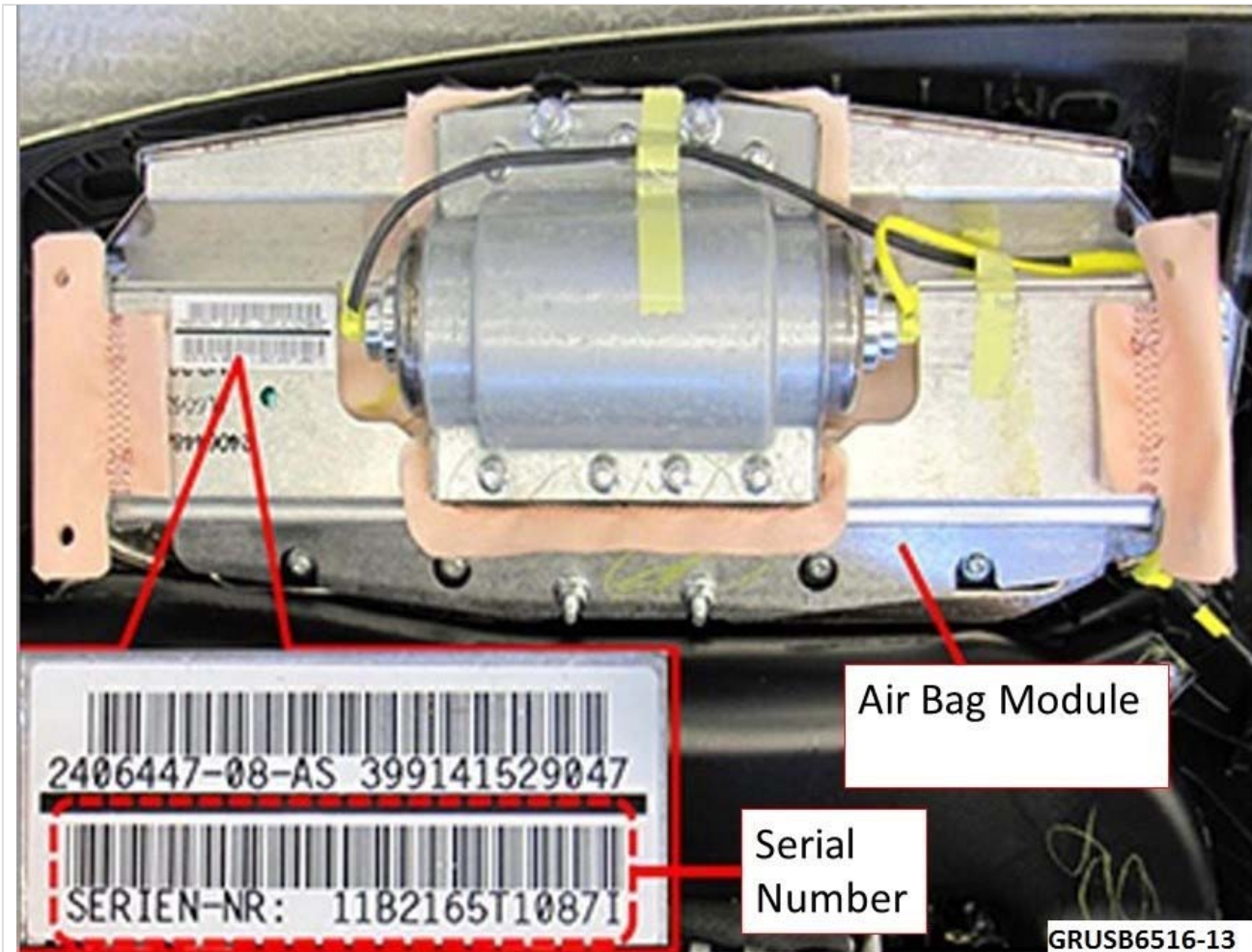
- [tinyurl.com/V650117](https://tinyurl.com/V650117)

**Warning!** Incorrect handling may result in triggering of the air bag module and thereby cause serious injury.

- Comply with safety regulations for handling components with gas generators.
- Do not exert any force on the air bag module.
- Use only specified tools for releasing the air bag module.

The only parts allowed to be installed in this repair are the part numbers supplied in the PARTS INFORMATION section.

The replacement air bag module's serial number must be documented on the repair order so it can also be entered into the claim's 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.

Note: Please make sure the blower motor wiring is routed correctly behind the crash-pad prior to re-installation of the dashboard.

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
  - Contact between the windscreen and dashboard

## PARTS INFORMATION

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

**Only use and invoice the part numbers below that apply.**

**Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part number(s) being invoiced and installed, this could delay the payment of claim.**

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

## **PARTS RETENTION**

**Recalled parts that are removed from BMW vehicles cannot be used for resale!**

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 passenger'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:

[Scfieldaction.14305@xpo.com](mailto:Scfieldaction.14305@xpo.com)

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

The parts 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 following information together with the part numbers specified above:

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<b>Defect Code</b>	<b>0072120200</b>	
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**The vehicle is already in the workshop-**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 68 883	Replace the front passenger air bag module (Plus work)	32 FRU

Or:

**The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
# 2	00 68 285	Replace the front passenger air bag module (Main work)	34 FRU

And, if applicable:

**Associated Work with the above-**

<b>Labor Operation</b>	<b>Description (Associated work)</b>	<b>Labor Allowance</b>
00 68 884	Additional work for vehicles with the rear entertainment (DVD) system (SA 6FF)	2 FRU

### **Claim Repair Comments**

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 02 20 WP 1), unless otherwise required by State law.

**The serial number of the new air bag module must be entered in the comment field of the claim submission application. The claim will be rejected if the serial number is missing from the claim submission entry.**

And, as applicable:

### **Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)**

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.

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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.

[DAMA1]Is this necessary for this recall?

[CSC2]yes

### **Supporting Materials**

[picture as pdf B650220 Parts Bulk Ship Return.pdf](#)

[picture as pdf B650220 Recall Notice.pdf](#)

[picture as pdf B650220 Repair instruction.pdf](#)

[picture as pdf B650220 Parts Return Program Instructions.pdf](#)

[picture as pdf B650220 20V-016 E7X PAB QA 14Jan2020.pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 20V-016: Replace Passenger's Front Air Bag Module – B65 02 20

BMW AG is conducting a Voluntary Safety Recall (effective January 16, 2020) on certain Model Year 2007 - 2012 BMW vehicles that were produced between September 27, 2006 and November 28, 2012.

**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 / 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](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : [SCTakataRestrains\\_International@xpo.com](mailto:SCTakataRestrains_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words "Restrains" 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](mailto: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](mailto:AirbagReturns@bmwna.com)



Defect Code: 00 72 12 02 00

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.

## B65 02 20 - E7x 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](mailto: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](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto: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](mailto: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](mailto:AirbagReturns@bmwna.com)

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

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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				

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72 12 000

**Removing and installing or replacing airbag module on passenger side**

**Warning!**

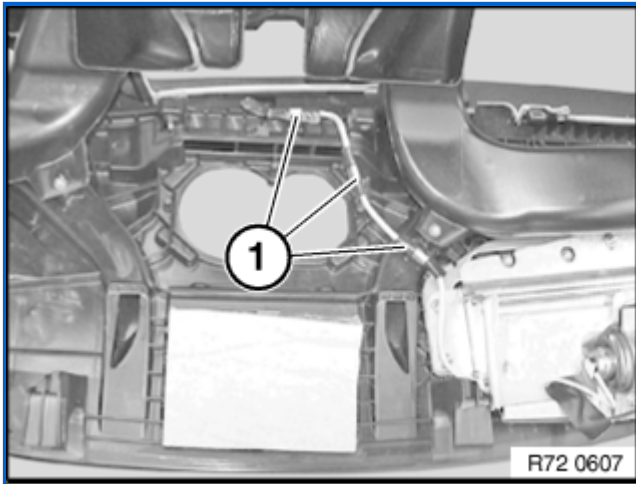
Read and comply with safety regulations for handling airbag modules and pyrotechnical belt tensioners.

Incorrect handling can activate airbag and cause injury.

**Necessary preliminary tasks:**

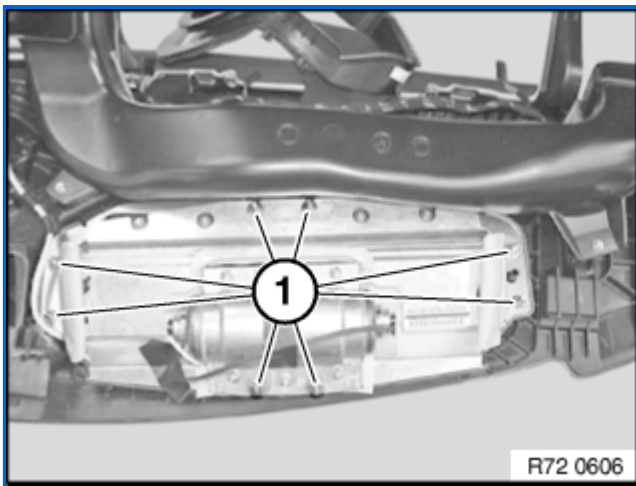
- Clamp off [battery negative lead](#)
- Remove [instrument panel trim](#)

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.

**Passenger Front Air Bag Module  
Safety Recall 20V-016  
BMW X5 and X6  
Model Year 2007-2012  
Initial: 1/14/2020**

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

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Production Dates</u>
E70	X5 SAV (incl. M)	2007-2012	September 2006 – March 2012
E70	X5 SAV (diesel)	2009-2012	November 2008 – November 2012
E71	X6 SAC (incl. M)	2008-2012	February 2008 – February 2012
E72	X6 ActiveHybrid	2010-2011	October 2009 – January 2011

**Q2. Which inflator is affected?**

This recall is for vehicles which have already had the Takata PSPI-2 passenger front air bag replaced as part of a previous recall.

**Q3. Why are other BMW models not included?**

Other vehicles have frontal air bags that were produced or repaired with different inflators.

**Q4. Why is this recall just coming out now?**

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

**Q5. If I had my passenger front air bag module replaced prior, do I need to have it replaced again?**

Yes. This final replacement part is ammonium–nitrate free. Please contact your authorized BMW center immediately to schedule an appointment to have this important **free repair** performed as soon as possible.

**Q6. What is difference between the interim and the final repair?**

The final repair incorporates a newly designed and tested replacement inflator with guanidine nitrate-based propellant. The interim repair was an inflator with ammonium nitrate-based propellant.

**Q7. What is the fix?**

The passenger front air bag module will be replaced.

**Q8. How long will the repair take?**

This FREE repair may take about 4 hours; however, additional time may be required depending upon your BMW center's schedule.

**Q9. 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.

**Q10. Do I have to wait for my letter in order 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](http://www.bmwusa.com/dealer).

**Passenger Front Air Bag Module  
Safety Recall 20V-016  
BMW X5 and X6  
Model Year 2007-2012  
Initial: 1/14/2020**

- Q11. 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.

**General Takata Questions**

- Q12. 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.
- Q13. What is desiccant?**  
Put simply, desiccant is a substance with properties that enable it to soak up water vapor from the air surrounding it.
- Q14. 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.
- Q15. 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.
- Q16. How did BMW become aware of this issue?**  
BMW became aware of this issue from Takata (the air bag module supplier) and NHTSA.
- Q17. 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.
- Q18. 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 check for open recalls by entering 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. You can also call or visit your local BMW center's service department to determine if your BMW is affected. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.
- Q19. 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>.