

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Recall 21V-176: G23 Head Air Bag Update (B72 01 21)  
**Date:** Friday, March 26, 2021 11:12:40 AM

Publish Date: March 25, 2021  
From: Technical Service  
Expiration Date: April 8, 2021

DCSnet Message  
**Urgent**




**Subject: BMW Recall 21V-176: G23 Head Air Bag Update (B72 01 21)**

The remedy (software) is now available and no parts are needed. Note: Downloading and installing the software may take 4-5 hours. Once the software is installed then you can start programming vehicles (which can take up to an hour to complete).

The revised bulletin (B72 01 21) is attached for your reference and available on TIS.

Please disregard the remedy status and continue with the repair. The Remedy status should change to ?remedy available? by Saturday, March 27th.

Sincerely,  
Technical Service

Attachments:  [B720121\\_REV01\[1616700889524\].pdf](#)  
[B720121\\_REV01\[1616700889524\].pdf](#)

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel  
BMW Passenger Cars, CC-All



SIB 72 01 21

2021-03-26

## RECALL 21V-176: HEAD AIR BAG

This Service Information Bulletin (Revision 1) replaces SI B72 01 21 **dated March 2021**.

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

- Recall ID 21V-176 added
- Cause, Correction and Procedure sections updated with repair information
- Warranty Information section has been updated with temporary content

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
G23	4 Series Convertible	October 12, 2020 - March 4, 2021

## 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.

## SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective March 9, 2021) on a certain Model Year 2021 BMW 4 Series Convertibles that were produced between October 12, 2020 and March 4, 2021.

In a crash, the head air bag may not deploy as intended which could increase the risk of injury.

### **Vehicles should remain parked until the vehicle is repaired.**

The Recall Notice has been attached for further information.

## CAUSE

Certain software coding within the ACSM5 (air bag) control module.

## CORRECTION

Reprogram the ACSM5 with ISTA 4.28.3 or higher (available March 26, 2021).

## PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through any needed test module(s).
2. Program the vehicle with ISTA 4.28.3 or higher, Target I Level S18A-21-03-536

NOTE: ISTA will automatically reprogram and code all programmable modules that do not have the latest software.

### **Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)).**

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

### **Reporting a Vehicle as Sold/Leased (RDR) AFTER the Recall Repair is Completed-**

You must perform the recall repair before you can RDR a vehicle subject to the recall. Once the recall repair is completed, you will be required to enter the corresponding repair order (RO) number and the RO close date to complete the RDR process.

The RO close date for performing the recall repair **MUST** predate or equal the RDR date.

## **WARRANTY INFORMATION**

### **Recall-Specific Flat Rate Labor Operation Codes – Current Status**

The special flat rate labor operation codes listed below for this Recall repair, **that must be used for claim submission and to close this recall campaign after repair completion**, will be available in the system shortly.

**Please do not use any alternate Defect Code and flat rate labor operation information to submit for this work.**

When the claim submission information becomes available for this Recall repair:

Reimbursement for **Reprogramming the ACSM5 with ISTA 4.28.3 or higher (available 3/26/2021)** will be via normal claim entry utilizing the work package information below that applies.

<b>Defect Code:</b>	<b>0065460300</b>	---
---------------------	-------------------	-----

**Completion before the first vehicle delivery to a customer or 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 70 845	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	8 FRU

Or:

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 2	00 70 846	Programming and encoding the vehicle control units was performed in conjunction with <b>another campaign/repair prior to or during this workshop visit</b> (vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 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: B72 01 21 WP 1), unless otherwise required by State law.

### **Programming and Encoding the Vehicle Control Units (RO and Claim Comments Required)**

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming

procedure:

- Please claim this consequential control module related IRAP recovery procedure (when applicable as required)/repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

### **Reimbursement of Prior Customer-Pay Repairs (TREAD Act)**

Based on the issue and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

### **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections

Supporting Materials

[picture\\_as\\_pdf B720121 Recall Notice.pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 21V-176: Head Air Bag – B72 01 21

BMW AG is conducting a Voluntary Safety Recall (effective March 9, 2021) on a certain Model Year 2021 BMW 4 Series Convertibles that were produced between October 12, 2020 and March 4, 2021.

**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.