

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 23V-797: Driver Air Bag
Date: Tuesday, November 28, 2023 1:32:59 PM

Publish Date: November 28, 2023
From: Technical Service
Expiration Date: December 12, 2023

DCSnet Message
Urgent



Subject: **BMW Recall 23V-797: Driver Air Bag**

BMW AG is conducting a Voluntary Safety Recall (effective November 28, 2023) on certain Model Year 2014 – 2015 BMW vehicles that were produced between February 22, 2014, and March 7, 2014.

The inflator for the driver air bag may not have been produced according to specifications by the supplier. In extremely rare cases, the air bag inflator could rupture, which could result in injury or death to vehicle occupants.

The Recall Notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:  [653623\[1701195837441\].pdf](#)  [B653623 Recall Notice\[1701195837441\].pdf](#)
 [23V-797-PSDI-X-FAQ\[1701195837441\].pdf](#) [653623\[1701195837441\].pdf](#)
[B653623 Recall Notice\[1701195837441\].pdf](#)
[23V-797-PSDI-X-FAQ\[1701195837441\].pdf](#)

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
BMW SAV (Light Trucks), All Offering, All Region, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW SAV (Light Trucks) CC-All



SIB 65 36 23

2023-11-28

RECALL 23V-797: DRIVER AIR BAG

MODEL

E-Series	Model Description	Production Date
F15	X5 Sports Activity Vehicle	March 1, 2014 – March 5, 2014
F25	X3 Sports Activity Vehicle	February 22, 2014 – March 7, 2014
F26	X4 Sports Activity Coupe	March 3, 2014

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of November 29, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective November 28, 2023) on certain Model Year 2014 – 2015 BMW vehicles that were produced between February 22, 2014, and March 7, 2014.

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Supporting Materials

[picture_as_pdf B653623 Recall Notice.pdf](#)

[picture_as_pdf 23V-797-PSDI-X-FAQ.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-797: Driver Air Bag – B65 36 23

BMW AG is conducting a Voluntary Safety Recall (effective November 28, 2023) on certain Model Year 2014 – 2015 BMW vehicles that were produced between February 22, 2014, and March 7, 2014

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
23V-797
Driver Air Bag
Model Year 2014-2015
BMW X3 SAV, X4 SAV, X5 SAV
Issue Date: 11/28/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Model Year 2014-2015 BMW X3 SAV, X4 SAV, and X5 SAV models in the US are potentially affected.
- Q2. What is the specific issue?**
The inflator for the driver air bag may not have been produced according to specifications by the supplier. In extremely rare cases, the air bag inflator could rupture, which could result in injury or death to vehicle occupants.
- Q3. This sounds familiar. Was there a similar Safety Recall on the PSDI-X inflator in the past?**
Yes, in 2016 and 2017.
- Q4. Is this new Safety Recall related to high absolute humidity like the other Takata recalls?**
No. This is a supplier production issue.
- Q5. Why are other models / vehicles not included in this Safety Recall?**
Other models have a driver air bag inflator that was produced to specifications by the supplier.
- Q6. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Safety Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q7. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q8. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will be notified via First Class mail and requested to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](https://www.bmwusa.com/dealer).
- To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://www.bmwusa.com/myBMW). Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.
- Q9. How will my vehicle be remedied?**
Potentially affected vehicles will have the driver air bag module replaced for free which should take about one hour.
- Q10. Do I have to wait for BMW to contact me to have the remedy performed?**
Yes. BMW is in the process of implementing this Safety Recall campaign to ensure that the necessary parts are at BMW centers. For the latest updates to this recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).