



SIB 72 02 23

2024-09-25

RECALL 23V-260: SAFETY BELT REAR SEAT (LEFT AND RIGHT)

This Service Information Bulletin (Revision 3) replaces SI B72 02 23 **dated July 2023**.**What's New:**

- This repair can be performed via mobile repair
- Claim Information section updated for mobile repair

| | |
|-------------------------------------|--------------------------------|
| <input checked="" type="checkbox"/> | THIS REPAIR IS MOBILE FRIENDLY |
|-------------------------------------|--------------------------------|

MODEL

| E-Series | Model Description | Production Date |
|----------|----------------------------|------------------------------------|
| U11 | X1 Sports Activity Vehicle | August 2, 2022 – December 12, 2022 |

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. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective March 31, 2023) on certain Model Year 2023 BMW X1 SAV vehicles that were produced between August 2, 2022, and December 12, 2022.

As of April 7, 2023, this Delivery Stop has been upgraded to a Safety Recall.

In the rear seating row, the safety belt on the left and/or right side may have been pinched against an interior trim panel during vehicle production. This could affect the function of the safety belt and, in rare cases, could increase the risk of injury.

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

The bulletin will be updated when additional information becomes available.

CAUSE

In the rear seating row, the safety belt on the left and/or right side may have been pinched against an interior C-pillar trim panel, at the bottom, during vehicle production.

CORRECTION

Check the outer rear safety belts (left and right, per areas circled) and rework them if necessary.



PROCEDURE

1. Perform a visual check of the position of the outer safety belts in the rear seat.



The safety belt webbing is slightly clamped by the C-pillar trim at the bottom. The latch is held in a low position. NOT OK



The safety belt webbing is slightly clamped by/pinched under the C-pillar trim at the bottom. The latch is held in a low position. NOT OK



Safety belt installed correctly. OK

Safety belt installed correctly. OK



If the belts are not mounted correctly, grasp the lower part of the belt webbing (red arrow) below the latch and pull the belt firmly in the direction of the green arrow (toward center of vehicle) to release the pinched belt (the right rear passenger seat is shown).

No parts are required.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below.

| | | |
|---------------------|-------------------|---|
| Defect Code: | 0072490200 | U11 Check seat belt rear seat, rework if necessary |
|---------------------|-------------------|---|

Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

| Work Pkg | Labor Operation | Description (Plus work) | Labor Allowance |
|-----------------|------------------------|---|------------------------|
| # 1 | 00 74 531 | Check rear safety belts (left and right), rework if necessary | 2 FRU |

Or:

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

| Work Pkg | Labor Operation | Description (Main work) | Labor Allowance |
|-----------------|------------------------|---|------------------------|
| # 2 | 00 74 000 | Check rear safety belts (left and right), rework if necessary | 3 FRU |

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B72 02 23 WP 1), 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 do 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.

Mobile Service - Off Site Repair (OSR)

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Service "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 who have officially registered their interest in conducting mobile service 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.

Additional information can be found in the Mobile Service program guide in CenterNet which is located under the Customer Relations menu.

Claim - Labor Reimbursement (150 Percent Rate Applies)

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the labor operation's published flat rate unit (FRU) allowance at a rate of 150 percent.

This mobile Service 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 (for example, on multiple calls), only one on/off punch time is required.

RO Invoicing Main Work Examples for Claim Submission (WP # 2 Example)

| | |
|---------------------|-------------------|
| Repair Code: | 0072490200 |
|---------------------|-------------------|

RO Recall Campaign Line Item for the work package performed (This is the first 100 percent)

| Work Pkg | Labor Operation | Description (Main work) | Labor Allowance |
|----------|-----------------|---|-----------------|
| # 2 | 00 74 000 | Check rear safety belts (left and right), rework if necessary | 3 FRU* |

Then:

| | |
|---------------------|-------------------|
| Repair Code: | 85820269TK |
|---------------------|-------------------|

Open an additional RO Line Item in conjunction with the campaign WP line item (This is for the additional 50 percent, or 150 percent in total).

| Work Pkg | Labor Operation | Description | Labor Allowance |
|----------|-----------------|--|-----------------|
| # 2 OSR | 72 99 000 | Additional labor allowance to perform an "off-site" repair through Mobile Assistance | 3 FRU* |

Labor operation code 72 99 000 is not considered a Main labor operation.

(*) TK OSR Labor Calculation Procedure

WP # 2's flat rate labor operation code 00 74 000 allows 3 FRU:

- Multiply this 3 FRU allowance by 1.5
- This equals 4.5 FRU
- Rounding up for this situation, the total allowance here is 5 FRU, then
- Separately claim the additional 2 FRU under the TK OSR

Apply this procedure to any of the other work package FRU allowances that were performed, the rounding up procedure will not always be required to be performed.

TK OSR Claim Comments

- Identify that this line item’s time is for the additional labor that applies to a Mobile Service off-site repair
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section

FEEDBACK REGARDING THIS BULLETIN

| | |
|--------------------|---|
| Technical Feedback | To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin |
| Warranty Feedback | To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal |
| Parts Feedback | To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department |

Supporting Materials

[picture_as_pdf B720223_23V-260-U11-RrStSafetyBelt-FAQ-07Apr2023.pdf](#)

[picture_as_pdf B720223 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-260: Seat Belt Rear Seat (Left and Right) – B72 02 23

BMW AG has issued a Delivery Stop (effective March 31, 2023) on certain Model Year 2023 BMW X1 SAV vehicles that were produced between August 2, 2022, and December 12, 2022.

As of April 7, 2023, this Delivery Stop has been upgraded to a Safety Recall.

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-260
Rear Seat Safety Belt
Model Year 2023
BMW X1 SAV
Issue Date: 04/06/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2023 BMW X1 SAV models in the US are potentially affected.
- Q2. What is the specific issue?**
In the rear seating row, the safety belt on the left and/or right side may have been pinched against an interior trim panel during vehicle production. This could affect the function of the safety belt and, in rare cases, could increase the risk of injury.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have been produced according to specifications.
- Q4. 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.**
- Q5. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q6. 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 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**”.
- Q7. How will my vehicle be remedied?**
Potentially affected vehicles will have the rear seat safety belts on the left and right side inspected and, if necessary, the vehicle trim panel will be adjusted to allow for proper operation of the safety belt. This will be performed for free, which should take about an hour.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**
No. Please contact an authorized BMW center to have this Safety Recall performed as soon as possible. For the latest updates to this recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).