



SIB 65 19 23

2024-09-25

RECALL 23V-471: REPLACE KNEE AIR BAG

This Service Information Bulletin (Revision 4) replaces SI B65 19 23 **dated August 2023**.

What's New:

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

☒	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date
F95	X5 M Sports Activity Vehicle (SAV)	May 23, 2023 – June 23, 2023
F96	X6 M Sports Activity Coupe (SAC)	May 23, 2023 – June 23, 2023
G05	X5 (X5 sDrive40i, X5 xDrive40i, X5 M60i xDrive, X5 xDrive50e) SAV	May 23, 2023 – June 24, 2023
G06	X6 (X6 xDrive40i M Sport, X6 M60i xDrive) SAC	May 23, 2023 – June 23, 2023
G07	X7 (X7 xDrive40i, X7 M60i xDrive, ALPINA XB7) SAV	May 23, 2023 – June 24, 2023
G09	BMW XM SAV	May 23, 2023 – June 16, 2023

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 July 1, 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 June 30, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between May 23, 2023 and June 24, 2023.

The driver and/or front passenger knee air bag may not have been produced according to specifications by the supplier. In rare cases, the air bag may not deploy exactly as intended in a crash, which could increase the risk of injury.

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

CAUSE

The driver or front passenger knee air bag may not have been produced according to specifications by the supplier.

CORRECTION

Replace driver side or passenger side knee air bag as specified for the vehicle being repaired under this Recall.

Note: A BMW/MINI Recall Parts IDS ticket will be required for Parts to identify which air bag(s) you will need to replace per the submitted Vehicle Identification Number (VIN).

PROCEDURE

Replace the driver's knee air bag according to repair instructions 72 12 004.

Or:

Replace the passenger side knee air bag according to repair instructions 72 12 006.

Replace the hex nuts when installing the Knee Air Bag. **Torque to 8 Nm.**

PARTS INFORMATION

You will not be able to determine which air bag is required. Only one (1) knee air bag will need to be replaced. The ticket will be resolved with the sales order number and the part number required for replacement.

Submit a BMW/MINI Recall Parts IDS ticket with the VIN and “0000000” listed as the part number. You will need 2 hex nuts to mount the knee air bag.

Refer to the Parts Matrix for the most up-to-date information.

Only use and invoice the applicable part number listed below.

Part Number	Description	Quantity
72 12 6 991 408	Knee Air Bag Right (Passenger)	1
Or:		
72 12 6 991 407	Knee Air Bag Left (Driver)	1
And:		
07 12 9 904 870	Hex Nut (2 per Knee Air Bag)	2 min

Part Retention and Return

The parts replaced to perform and submit for this 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.

If these replaced parts are requested to be returned, a corresponding DCSnet Part Return tag will generate.

Any requested parts that are not received by the WPRC in accordance with Section 6 of the Warranty Policy and Procedure Manual may be subject to debit.

Warning: Inflatable air bags are classified as dangerous goods (DG) by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

For other questions or inquiries concerning this issue, please contact the Warranty Parts Return Center (WPRC) via IDS or LiveChat.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part number above that applies.

Repair Code:	0072510200	F95 F96 G0x Replacing knee air bag
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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 74 864	Replacing driver's side knee air bag	As applicable
Or:			
# 2	00 74 865	Replacing knee air bag, passenger's side	As applicable

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 (Combined work)	Labor Allowance
# 3	00 74 221	Replacing driver's side knee air bag	As applicable
Or:			
# 4	00 74 222	Replacing knee air bag, passenger's side	As applicable

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: B65 19 23 WP 1), unless otherwise required by State law.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available and their corresponding FRU allowances.

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 # 3 G09 Example)

Repair Code:	0072510200
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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
# 3	00 74 221	Replacing driver's side knee air bag	5 FRU (G09)*

Then:

Repair Code:	85820269TK
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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
# 3 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 # 3's flat rate labor operation code 00 74 221 allows 5 FRU for the G09:

- Multiply this 5 FRU allowance by 1.5
- This equals 7.5 FRU
- Rounding up for this situation, the total allowance here is 8 FRU, then
- Separately claim the additional 3 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 B651924 Attachment 23V-471-G0x-KneeAirBag-FAQ-\(30Jun2023\).pdf](#)
[picture_as_pdf 23V-471-G0x-KneeAirBag-FAQ-\(30Jun2023\).pdf](#)
[picture_as_pdf B651923 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-471: Replace Knee Airbag – B65 19 23

BMW AG is conducting a Voluntary Safety Recall (effective June 30, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between May 23, 2023 and June 24, 2023.

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-471
Knee Air Bag
Model Year 2023-2024
BMW X5, X6, X7
Issue Date: 06/30/2023

Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?

Certain Model Year 2023-2024 BMW X5, X6, and X7 models in the US are potentially affected.

Q2. What is the specific issue?

The driver and/or front passenger knee air bag, may not have been produced according to specifications by the supplier. In rare cases, the air bag may not deploy exactly as intended in a crash, which could increase the risk of injury.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models have a knee air bag was produced to specifications by the supplier.

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. **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.

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at 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 and click on “**Manage recall notices and contact information**”.

Q7. How will my vehicle be remedied?

Potentially affected vehicles will have the knee air bag replaced for free and should take about one hour.

Q8. Do I have to wait for BMW to contact me to have the remedy performed?

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit bmwusa.com/recall.

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23V-471
Knee Air Bag
Model Year 2023-2024
BMW X5, X6, X7
Issue Date: 06/30/2023**

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