

**SIB 65 19 23**

2023-07-19

RECALL 23V-471: REPLACE KNEE AIR BAG

This Service Information Bulletin (Revision 1) replaces SI B65 19 23 **dated June 2023**.

What's New:

- Recall # added to SIB title and to Attachments
- Cause, Correction, Procedure, Parts, Claim and Feedback sections added

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

CORRECTION

Replace driver side and/or passenger side knee airbags.

Note: An IDS ticket will be required for Parts to identify which airbag(s) you will need to replace per the submitted Vehicle Identification Number (VIN).

PROCEDURE

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

And/or:

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

Copyright ©2023 BMW of North America, Inc.

PARTS INFORMATION

Please refer to the Parts Matrix for parts ordering information.

Note: An IDS ticket will be required for Parts to identify which airbag(s) you will need to replace.

Only use and invoice the applicable part numbers listed below.

Part Number	Description	Quantity
72 12 6 991 408	Knee Air Bag Right (Passenger)	1
And/or:		
72 12 6 991 407	Knee Air Bag Left (Driver)	1

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(s) above that apply.

Repair Code:	0072510200	---
---------------------	-------------------	-----

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	Replace driver's knee airbag	3 FRU (G09); 4 FRU (G05 X5 50e, G07); 5 FRU (F95, F96, G05 All others, G06)
Or:			
# 2	00 74 865	Replace knee airbag on passenger side	3 FRU (G09); 4 FRU (G05 X5 50e, G07) 5 FRU (F95, F96, G05 All others, G06)
Or:			
# 3	00 74 866	Replace knee airbag on driver's side and passenger's side (Both)	4 FRU (G09); 6 FRU (G05 X5 50e, G07); 7 FRU (F95, F96, G05 All others, G06)

Or:

Copyright ©2023 BMW of North America, Inc.

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
# 4	00 74 221	Replace driver's knee airbag	5 FRU (G09); 6 FRU (G05 X5 50e, G07); 7 FRU (F95, F96, G05 All others, G06)
Or:			
# 5	00 74 222	Replace knee airbag on passenger side	4 FRU (G09); 6 FRU (G05 X5 50e, G07); 7 FRU (F95, F96, G05 All others, G06)
Or:			
# 6	00 74 223	Replace knee airbag on driver's side and passenger's side (Both)	6 FRU (G09); 7 FRU (G05 X5 50e, G07); 8 FRU (F95, F96, G05 All others, G06)

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.

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.

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 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](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 [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**”.
- 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](https://www.bmwusa.com/recall).