



SIB 65 19 23

2023-08-10

RECALL 23V-471: REPLACE KNEE AIR BAG

This Service Information Bulletin (Revision 3) replaces SI B65 19 23 **dated July 2023**.

What's New:

- Procedure and Parts sections updated- 2 Hex Nuts are required for each Knee Air Bag replaced

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(s) above that apply.

Repair Code:	0072510200	---
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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	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	3 FRU (G09);

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			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:

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 air bag	5 FRU (G09); 6 FRU (G05 X5 50e, G07); 7 FRU (F95, F96, G05 All others, G06)
Or:			
# 5	00 74 222	Replace knee air bag 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 air bag 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

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[picture_as_pdf 23V-471-G0x-KneeAirBag-FAQ-\(30Jun2023\).pdf](#)

