

**SIB 65 25 23**

2023-09-06

RECALL 23V-XXX: FRONT PASSENGER KNEE AIR BAG

This Service Information Bulletin (Revision 1) replaces SI B65 25 23 **dated August 2023**.

What's New:

- SIB title changed
- This Delivery Stop upgraded to a Safety Recall
- Model and production ranges updated
- Cause, Correction, Procedure, Parts and Claim information added
- Situation section updated
- Defect Code (Claim section) updated
- Recall Notice and FAQ attachments added

MODEL

E-Series	Model Description	Production Date
F95	X5 M Sports Activity Vehicle	June 14, 2023 – August 15, 2023
F96	X6 M Sports Activity Coupe	June 20, 2023 – August 15, 2023
G05	X5 Sports Activity Vehicle	June 13, 2023 – August 16, 2023
G06	X6 Sports Activity Coupe	June 12, 2023 – August 15, 2023
G07	X7 Sports Activity Vehicle	June 12, 2023 – August 16, 2023
G09	BMW XM Sports Activity Vehicle	June 19, 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 September 6, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective September 5, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between June 12, 2023 and August 16, 2023.

As of September 5, 2023, this Delivery Stop has been upgraded to a Safety Recall.

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

CORRECTION

Replace the front passenger knee air bag.

PROCEDURE

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00... “Observe safety instructions when handling electric vehicles”.

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Service Disconnect Switch and lock out) by a properly trained technician, who has a minimum HV Qualification level after completing the Technical Training Course “ST2324 High Voltage Drivetrain Systems” which as of 1/2023* includes ST1824 Alternative Drive Part 1.

Once the vehicle’s HV system is disabled (the “Blitz” - lightning bolt icon is displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

* Note: As of January 2023, the HV component portion of the “ST2205 Generation 5 High-voltage class” (except for the High Voltage Battery) has been merged into “ST2324 High Voltage Drivetrain Systems”.



High Voltage Battery removal and rework can ONLY be performed by a High-voltage Certified Technician with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle, for example: To repair GEN4 HV battery of G05 PHEV a certification from Technical Training Course “ST2006 – SP44 HV Battery” or equivalent ST1825 – Alternative Drive Part 2 is required (or as of 1/2023 the equivalent “ST 2325 for High Voltage Battery Systems”).

And-
To repair A GEN5 HV battery the Technical Training Course “ST2205 Generation 5 High-voltage class” is required or as of 1/2023* the equivalent “ST 2325 for High Voltage Battery Systems”.

*Note: As of January 2023, the “ST2205 Generation 5 High-voltage stand-alone class” has been merged into “ST2324 for High Voltage Drivetrain Systems” and “ST2325 for High Voltage Battery Systems”

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

Replace mounting nuts for the air bag and torque to **8 Nm**.

PARTS INFORMATION

Please review the weekly Parts Matrix as the part may require a Recall IDS Ticket.

Only use and invoice the part numbers listed below.

Part Number	Description	Quantity
72 12 6 991 408	Knee Air Bag Right (Passenger)	1
And		
07 12 9 904 870	Hex Nut	2

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.

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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 numbers listed above.

Repair Code:	0072560200	---
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Below are the special flat rate labor operation code choices for this action.

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

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 75 526	Replace knee airbag on passenger side	3 FRU (XM)
			4 FRU (X5 xDrive50e, X7 xDrive40i, X7 M60i, X7 ALPINA XB7)
			5 FRU (Remaining other vehicles)

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 75 020	Replace knee airbag on passenger side	5 FRU (XM)
			6 FRU (X5 xDrive50e, X7 xDrive40i, X7 M60i, X7 ALPINA XB7)
			7 FRU (Remaining other vehicles)

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 25 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, which consists of the VIN's last seven (7) characters or use the full VIN. Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

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
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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 B652523 Recall Notice.pdf](#)

[picture_as_pdf 23V-xyz-G0x-KneeAirBag-FAQ-\(31Aug2023\)_v3.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-xxx: Passenger Knee Air Bag – B65 25 23

BMW AG has issued a Delivery Stop (effective September 5, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between June 12, 2023 and August 16, 2023.

As of September 5, 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-xyz
Front Passenger Knee Air Bag
Model Year 2023-2024
BMW X5, X6, X7, XM
Issue Date: 09/05/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2023-2024 BMW X5, X6, X7, and XM models in the US are potentially affected.
- Q2. What is the specific issue?**
The 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 front passenger knee air bag that 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 front passenger 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).