



SIB 72 01 24

2024-12-13

**RECALL 24V-288: HEAD AIR BAGS LEFT AND RIGHT**

This Service Information Bulletin (Revision 3) replaces SI B72 01 24 **dated December 2024**.

**What's New:**

- Parts information: A BMW/MINI Recall Parts IDS ticket is no longer needed
- Claim Information: Repair code description added
- Claim Information: Felt tape bulk supply sublet added

**MODEL**

<b>E-Series</b>	<b>Model Description</b>	<b>Production Date</b>
F22	2 Series Coupe	December 4, 2013 – June 13, 2014
F30	3 Series Sedan	November 26, 2013 – June 4, 2014
F32	4 Series Coupe	December 17, 2013 – April 2, 2014
F80	M3 Sedan	March 28, 2014
F82	M4 Coupe	March 27, 2014

**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 April 25, 2024, 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 April 24, 2024) on certain Model Year 2014 - 2015 BMW vehicles that were produced between November 26, 2013, and June 13, 2014.

Certain vehicles were equipped with a head air bag that may not have been produced by the supplier according to specifications.

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

**CAUSE**

Both head air bags may not have been produced by the supplier according to specifications.

**CORRECTION**

Replace both the left and the right head air bags.

**OTHER SRS AIR BAG-RELATED FAULTS AND REPAIRS**

This Recall applies to operational Supplemental Restraint System's (SRS) air bags. The issue being addressed will not cause an SRS air bag malfunction light to illuminate. It will also not prevent the system from deploying in an applicable collision situation.

However, a recalled vehicle may arrive at your center with an air bag malfunction light illuminated, replacing the recalled Air Bags will not correct these other SRS-related faults.

It is important to identify this situation during the Recalled vehicle's RO write-up. Then, when required, your center can proactively advise the customer that the diagnosis, and repair of these other SRS Air Bag-related issues are not covered under the scope of this Recall and explain to them the recommended solution options that are available to address these unrelated issues.

## PROCEDURE

Replace both the left and the right head air bags in accordance with repair instructions:

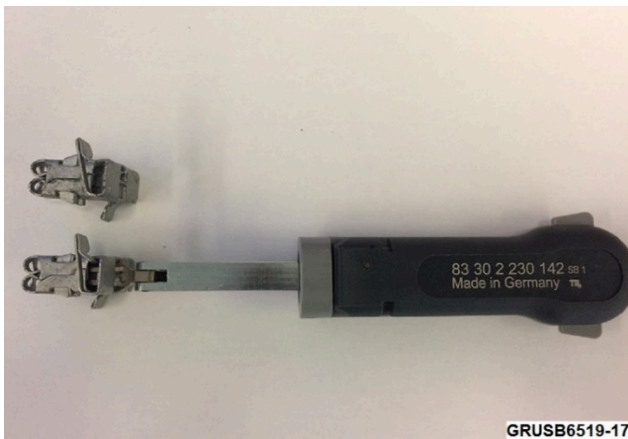
72 12 060 (left or right head airbag ...).

or

72 12 061 (left or right head airbag... with slide/tilt sunroof).

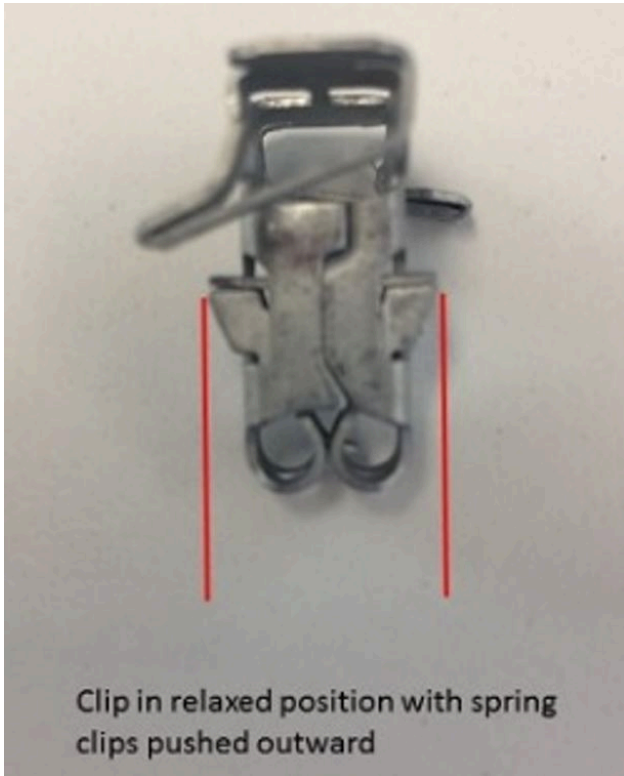


**CAUTION:** Lay out protective mats to prevent the interior from being damaged from drilled out rivets and their shavings. This should include the instrument panel, seats, and passenger compartment.



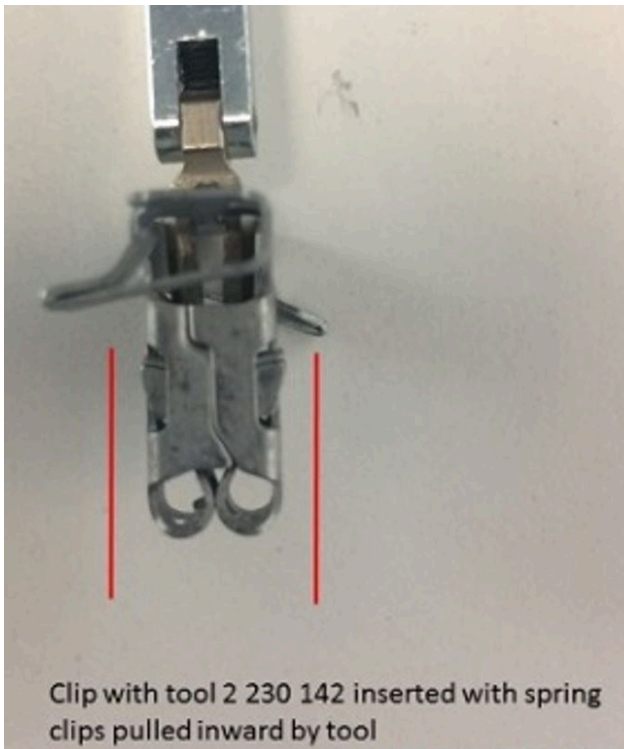
Special Tool **83 30 2 230 142** or its supersession **83 30 2 450 405** is needed to release the spring clips that hold the air bag assembly into the body.

Here is a spring clip that holds the air bag assembly into the body in its installed state.



Clip in relaxed position with spring clips pushed outward

When the tool is inserted into the spring clip, it will retract the spring-loaded locking clips. This allows the clip to be removed from the blind hole in the vehicle body.

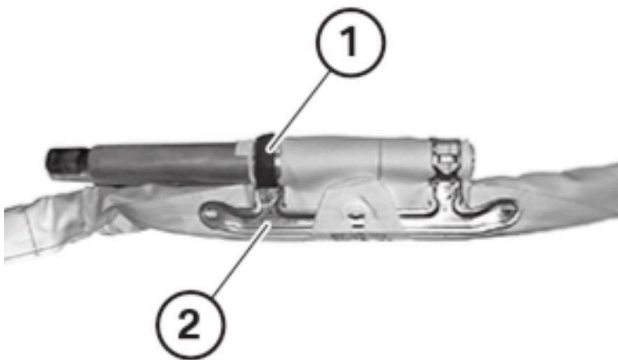


Clip with tool 2 230 142 inserted with spring clips pulled inward by tool



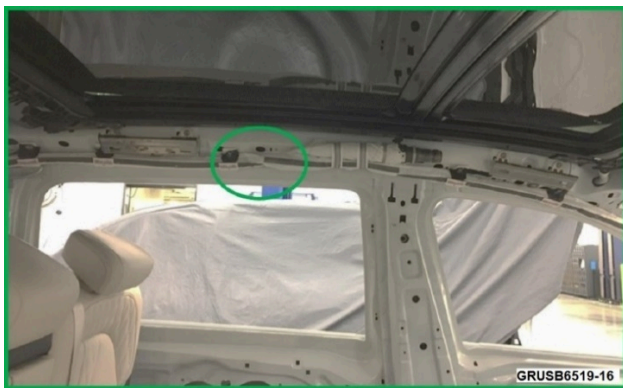
These tools were shipped to dealers previously under the Automatic Tool Shipment Program. If the tool is not available, two straight pick tools can be used.

**Installation Note for F30 and F80 ONLY.**



Felt (1) must be bonded to the gas generator holder (2).

Cut felt to length 15 mm x 50 mm x 1 mm



To ensure correct function for deployment, the head air bag must be positioned so that the printed, colored line points towards the vehicle interior across the entire component length.

**PARTS INFORMATION**

**Caution: Small parts, such as clips, blind rivets, screws, nuts, and seals, which must be replaced in accordance with ISTA repair instructions, must be selected from the Electronic Parts Catalog in accordance with the corresponding vehicle type and invoiced under the special defect code of this technical campaign.**

Part Number	Description	Quantity
72 12 7 239 399	Left-hand head air bag F32 F82 4 Series Coupe	1
72 12 7 239 400	Right-hand head air bag F32 F82 4 Series Coupe	1

OR

Part Number	Description	Quantity
72 12 7 311 201	Left-hand head air bag F30 F80 3 Series Sedan	1
72 12 7 311 202	Right-hand head air bag F30 F80 3 Series Sedan	1

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OR

Part Number	Description	Quantity
72 12 7 390 327	Left-hand head air bag F22	1
72 12 7 390 328	Right-hand head air bag F22	1

AND

Part Number	Description	Quantity
07 14 7 265 827	Blind Rivet	8 Max

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

ve vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

### Part Retention

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.

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

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

Any requested parts that are not received by BMW NA and/or not returned though the correct part return logistics process, in accordance with Section 6 of the Warranty Policy and Procedure Manual, may be subject to debit.

For other questions or inquiries concerning this issue, please contact the WPRC via IDS or LiveChat.

### CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, the additional work, and the part numbers listed above that apply.

Repair Code:	0072600200	F22 F30 F32 F36 F80 F82 Replace both head airbags
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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 76 537	Replacing both the head air bags (plus work)	As applicable
And:	00 76 538	Additional work with slide/tilt sunroof (When applicable)	1 FRU

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Or:

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 76 537	Replacing both the head air bags (plus work)	As applicable
And:	00 76 538	Additional work with slide/tilt sunroof (When applicable)	1 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 76 033	Replacing both the head air bags (main work)	As applicable
And:	00 76 538	Additional work with slide/tilt sunroof (When applicable)	1 FRU

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 01 24 WP 1), unless otherwise required by State law.

**Sublet – Bulk Supply Materials (RO and Claim Comments Required)**

<b>Sublet Code 4</b>	Reimbursement for the repair-related bulk supply material (Do not use the BMW part number for claim submission)	Up to \$15.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the proportional quantity used plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

**Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)**

This Recall qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code in this bulletin as follows:

- Sublet Code 2 - Itemize the claimed AMS sublet amount on the repair order and in the claim comment section.

Please refer to [SI B01 29 16](#) for additional information.

**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 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

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“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)**

With this Safety Recall Campaign, based on the issue being addressed on the Affected Vehicles, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you should receive a reimbursement request from a customer for a repair that may qualify because it addressed the issue described in this bulletin, and it was performed **prior** to the Recall repair (Remedy) was available, 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 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 B720124 24V-288-HeadAirBag-FAQ.pdf](#)

[picture\\_as\\_pdf B720124 Recall Notice.pdf](#)





## **SAFETY RECALL NOTICE**

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

RE: Recall 24V-288: Head Air Bags Left and Right – B72 01 24

BMW AG is conducting a Voluntary Safety Recall (effective April 24, 2024) on certain Model Year 2014 - 2015 BMW vehicles that were produced between November 26, 2013, and June 13, 2014.

**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**  
**24V-288**  
**Head Air Bag**  
**Model Year 2014 & 2015**  
**BMW 2, 3, and 4 Series**  
**Issue Date: 04/24/2024**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2014 & 2015 BMW 2 Series, 3 Series, and 4 Series in the US are potentially affected.
- Q2. What is the specific issue?**  
Certain vehicles were equipped with a head air bag that may not have been produced by the supplier according to specifications.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models have head air bags 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 head air bags replaced for free.
- 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).



SIB 72 02 24

2024-12-13

**RECALL 24V-288: HEAD AIR BAG LEFT**

This Service Information Bulletin (Revision 4) replaces SI B72 02 24 **dated December 2024**.

**What's New:**

- Parts Information: A BMW/MINI Recall Parts IDS ticket is no longer needed
- Claim Information: Felt tape bulk supply sublet added

**MODEL**

<b>E-Series</b>	<b>Model Description</b>	<b>Production Date</b>
F22	2 Series Coupe	December 4, 2013 – December 21, 2013
F30	3 Series Sedan	November 26, 2013 – June 30, 2014
F32	4 Series Coupe	December 16, 2013 – March 28, 2014
F80	M3 Sedan	June 28, 2014

**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 April 25, 2024, 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 April 24, 2024) on certain Model Year 2014 - 2015 BMW vehicles that were produced between November 26, 2013, and June 13, 2014.

Certain vehicles were equipped with a head air bag that may not have been produced by the supplier according to specifications.

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

**CAUSE**

The left head air bag may not have been produced by the supplier according to specifications.

**CORRECTION**

Replace the left head air bag.

**OTHER SRS AIR BAG-RELATED FAULTS AND REPAIRS**

This Recall applies to an operational Supplemental Restraint System's (SRS) air bag. The issue being addressed will not cause an SRS air bag malfunction light to illuminate. It will also not prevent the system from deploying in an applicable collision situation.

However, a recalled vehicle may arrive at your center with an air bag malfunction light illuminated, replacing the recalled Air Bag will not correct these other SRS-related faults.

It is important to identify this situation during the Recalled vehicle's RO write-up. Then, when required, your center can proactively advise the customer that the diagnosis, and repair of these other SRS Air Bag-related issues are not covered under the scope of this Recall and explain to them the recommended solution options that are available to address these unrelated issues.

**PROCEDURE**

Replace the left head air bag in accordance with repair instructions:

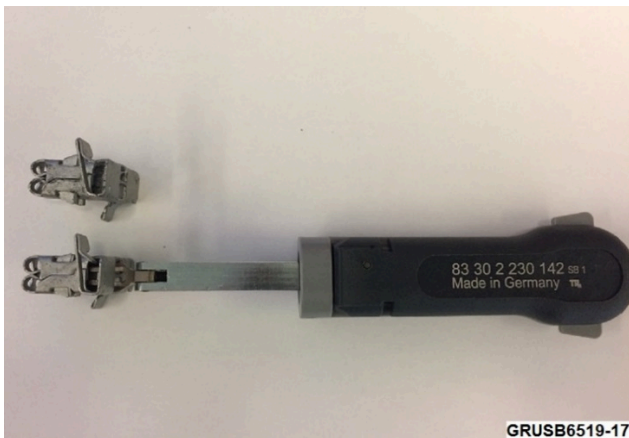
72 12 060 (left or right head airbag ...).

or

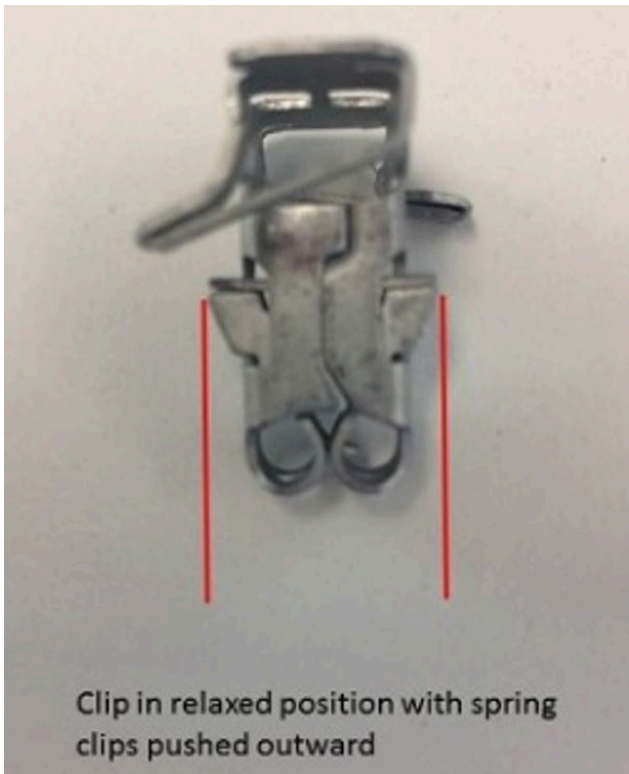
72 12 061 (left or right head airbag... with slide/tilt sunroof).



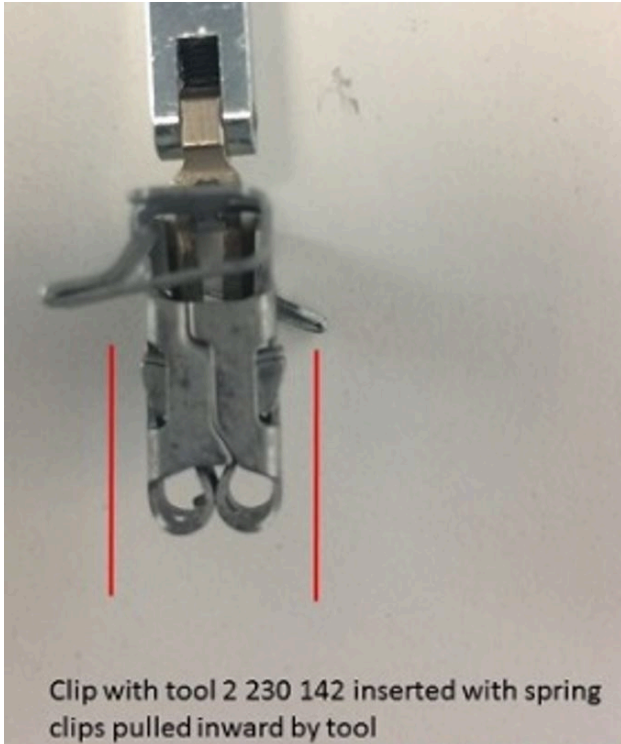
**CAUTION:** Lay out protective mats to prevent the interior from being damaged from drilled out rivets and their shavings. This should include the instrument panel, seats, and passenger compartment.



Special Tool **83 30 2 230 142** or its supersession **83 30 2 450 405** is needed to release the spring clips that hold the air bag assembly into the body.



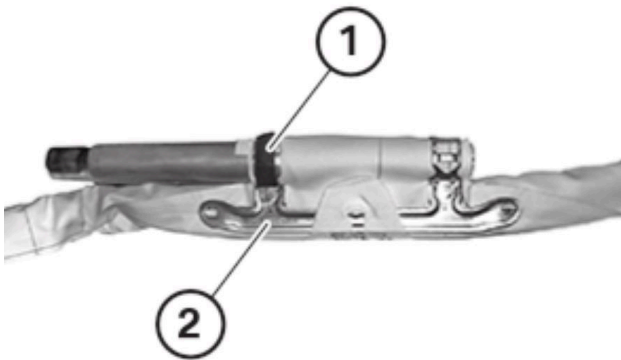
Here is a spring clip that holds the air bag assembly into the body in its installed state.



When the tool is inserted into the spring clip, it will retract the spring-loaded locking clips. This allows the clip to be removed from the blind hole in the vehicle body.



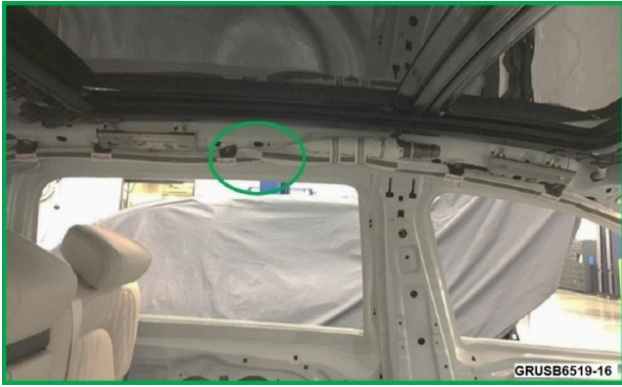
These tools were shipped to dealers previously under the Automatic Tool Shipment Program. If the tool is not available, two straight pick tools can be used.



**Installation Note for F30 and F80 ONLY.**

Felt (1) must be bonded to the gas generator holder (2).

Cut felt to length 15 mm x 50 mm x 1 mm



To ensure correct function for deployment, the head air bag must be positioned so that the printed, colored line points towards the vehicle interior across the entire component length.

**PARTS INFORMATION**

**Caution: Small parts, such as clips, blind rivets, screws, nuts, and seals, which must be replaced in accordance with ISTA repair instructions, must be selected from the Electronic Parts Catalog in accordance with the corresponding vehicle type and invoiced under the special defect code of this technical campaign.**

Part Number	Description	Quantity
72 12 7 239 399	Left-hand head air bag F32 4 Series Coupe	1

OR

Part Number	Description	Quantity
72 12 7 311 201	Left-hand head air bag F30 F80 3 Series Sedan	1
51 45 2 353 024	Set of 5 self-adhesive felt strips (Bulk supply)	Sublet

OR

Part Number	Description	Quantity
72 12 7 390 327	Left-hand head air bag F22	1

AND

Part Number	Description	Quantity
07 14 7 265 827	Blind Rivet (you need 2-4 rivets per head air bag)	4 Max

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

**Part Retention**

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.

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

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

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Any requested parts that are not received by BMW NA and/or not returned through the correct part return logistics process, in accordance with Section 6 of the Warranty Policy and Procedure Manual, may be subject to debit.

For other questions or inquiries concerning this issue, please contact the 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 that apply:

<b>Repair Code:</b>	<b>0072610200</b>	<b>F22 F30 F32 F80 Replace left head airbag</b>
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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 76 539	Replacing the left head air bag (plus work)	As applicable
Or:			
# 2	00 76 540	Replacing the left head air bag (plus work) with slide/tilt sunroof	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 (Main work)	Labor Allowance
# 3	00 76 034	Replacing the left head air bag (main work)	As applicable
Or:			
# 4	00 76 035	Replacing the left head air bag (main work) with slide/tilt sunroof	As applicable

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 24 WP 1), unless otherwise required by State law.

**Sublet – Bulk Supply Materials (RO and Claim Comments Required)**

<b>Sublet Code 4</b>	Reimbursement for the repair-related bulk supply material (Do not use the BMW part number for claim submission)	Up to \$15.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the proportional quantity used plus your center’s handling.



### Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code in this bulletin as follows:

- Sublet Code 2 - Itemize the claimed AMS sublet amount on the repair order and in the claim comment section.

Please refer to [SI B01 29 16](#) for additional information.

### 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 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)

The Recall remedy repair for this action is the replacement of the left head air bag assembly because this component may not have been produced by the supplier according to applicable specifications, unless there are other unrelated issues, the Affected Vehicles’ Supplement Restraint Systems (SRS) are fully functional.

Based on the issue being addressed, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you should receive a reimbursement request from a customer for a repair that may qualify because it addressed the issue described in this bulletin, and it was performed **prior** to the Recall repair (Remedy) was available, 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 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 B720224 Recall Notice.pdf](#)

[picture\\_as\\_pdf B720224\\_24V-288-HeadAirBag-FAQ-\(24April2024\).pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 24V-288: Head Air Bag Left – B72 02 24

BMW AG is conducting a Voluntary Safety Recall (effective April 24, 2024) on certain Model Year 2014 - 2015 BMW vehicles that were produced between November 26, 2013, and June 30, 2014.

**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**  
**24V-288**  
**Head Air Bag**  
**Model Year 2014 & 2015**  
**BMW 2, 3, and 4 Series**  
**Issue Date: 04/24/2024**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2014 & 2015 BMW 2 Series, 3 Series, and 4 Series in the US are potentially affected.
- Q2. What is the specific issue?**  
Certain vehicles were equipped with a head air bag that may not have been produced by the supplier according to specifications.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models have head air bags 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 head air bags replaced for free.
- 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).



SIB 72 03 24

2024-12-13

**RECALL 24V-288: HEAD AIR BAG RIGHT**

This Service Information Bulletin (Revision 4) replaces SI B72 03 24 **dated December 2024**.

**What's New:**

- Parts Information: A BMW/MINI Recall Parts IDS ticket is no longer needed
- Claim Information: Felt tape bulk supply sublet added

**MODEL**

<b>E-Series</b>	<b>Model Description</b>	<b>Production Date</b>
F22	2 Series Coupe	December 19, 2013 – June 16, 2014
F30	3 Series Sedan	November 29, 2013 – September 4, 2014
F32	4 Series Coupe	February 12, 2014 – April 1, 2014
F36	4 Series Gran Coupe	June 17, 2014 – July 9, 2014
F80	M3 Sedan	March 29, 2014 – July 4, 2014
F82	M4 Coupe	March 31, 2014 – April 1, 2014

**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 April 25, 2024, 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 April 24, 2024) on certain Model Year 2014 - 2015 BMW vehicles that were produced between November 26, 2013, and June 13, 2014.

Certain vehicles were equipped with a head air bag that may not have been produced by the supplier according to specifications.

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

**CAUSE**

The right head air bag may not have been produced by the supplier according to specifications.

**CORRECTION**

Replace the right head air bag.

**OTHER SRS AIR BAG-RELATED FAULTS AND REPAIRS**

This Recall applies to an operational Supplemental Restraint System's (SRS) air bag. The issue being addressed will not cause an SRS air bag malfunction light to illuminate. It will also not prevent the system from deploying in an applicable collision situation.

However, a recalled vehicle may arrive at your center with an air bag malfunction light illuminated, replacing the recalled Air Bag will not correct these other SRS-related faults.

It is important to identify this situation during the Recalled vehicle's RO write-up. Then, when required, your center can proactively advise the customer that the diagnosis, and repair of these other SRS Air Bag-related issues are not covered under the scope of this Recall and explain to them the recommended solution options that are available to address these unrelated issues.

## PROCEDURE

Replace the right head air bag in accordance with repair instructions:

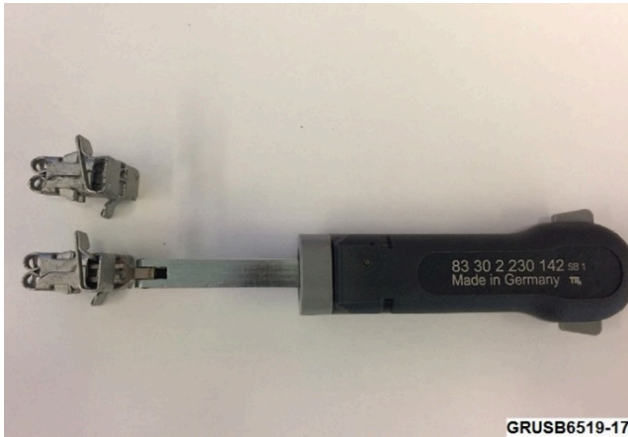
- 72 12 060 (left or right head airbag ...).

or

72 12 061 (left or right head airbag... with slide/tilt sunroof).



**CAUTION:** Lay out protective mats to prevent the interior from being damaged from drilled out rivets and their shavings. This should include the instrument panel, seats, and passenger compartment.



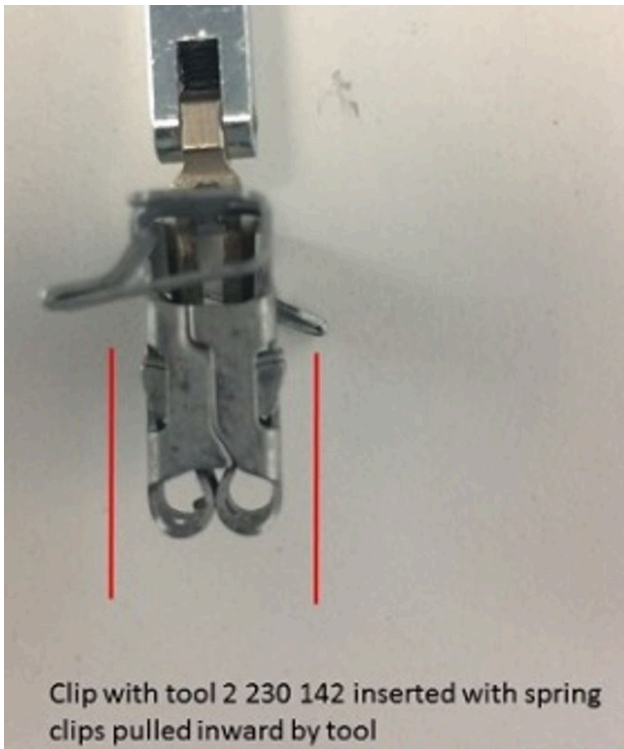
Special Tool **83 30 2 230 142** or its supersession **83 30 2 450 405** is needed to release the spring clips that hold the air bag assembly into the body.

Here is a spring clip that holds the air bag assembly into the body in its installed state.



Clip in relaxed position with spring clips pushed outward

When the tool is inserted into the spring clip, it will retract the spring-loaded locking clips. This allows the clip to be removed from the blind hole in the vehicle body.



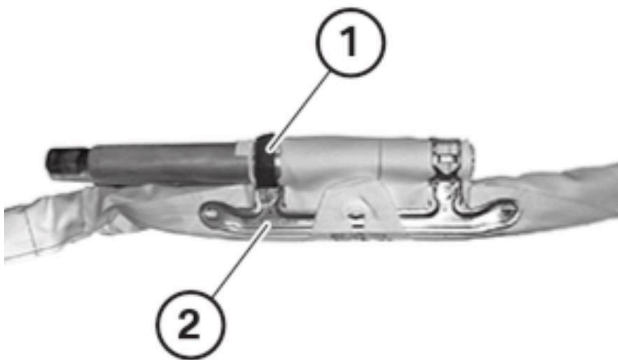
Clip with tool 2 230 142 inserted with spring clips pulled inward by tool





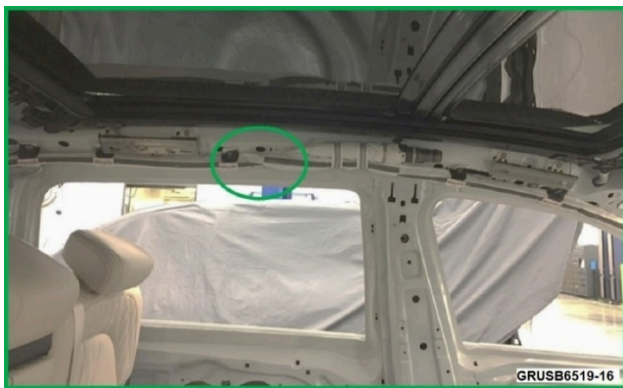
These tools were shipped to dealers previously under the Automatic Tool Shipment Program. If the tool is not available, two straight pick tools can be used.

**Installation Note for F30, F36 and F80 ONLY.**



Felt (1) must be bonded to the gas generator holder (2).

Cut felt to length 15 mm x 50 mm x 1 mm



To ensure correct function for deployment, the head air bag must be positioned so that the printed, colored line points towards the vehicle interior across the entire component length.

**PARTS INFORMATION**

**Caution:** Small parts, such as clips, blind rivets, screws, nuts and seals, which must be replaced in accordance with ISTA repair instructions, must be selected from the Electronic Parts Catalog in accordance with the corresponding vehicle type and invoiced under the special defect code of this technical campaign.

Part Number	Description	Quantity
72 12 7 239 400	Right-hand head air bag F32 F82 4 Series Coupe	1

OR

Part Number	Description	Quantity
72 12 7 311 202	Right-hand head air bag F30 F80 F36 3 Series Sedan/GC	1
51 45 2 353 024	Set of 5 self-adhesive felt strips (Bulk supply)	Sublet

Part Number	Description	Quantity
72 12 7 390 328	Right-hand head air bag F22	1

AND

Part Number	Description	Quantity
07 14 7 265 827	Blind Rivet (2-4 rivets needed per head air bag)	4 max.

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

**Part Retention**

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.

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

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

Any requested parts that are not received by BMW NA and/or not returned through the correct part return logistics process, in accordance with Section 6 of the Warranty Policy and Procedure Manual, may be subject to debit.

For other questions or inquiries concerning this issue, please contact the WPRC via IDS or LiveChat.

**CLAIM INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, the additional work, and the part numbers listed above that apply:

<b>Repair Code:</b>	<b>0072620200</b>	<b>F22 F30 F32 F36 F80 F82 Replace right head airbag</b>
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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 76 541	Replacing the right head air bags (plus work)	As applicable
Or:			
# 2	00 76 542	Replacing the right head air bags (plus work) with slide/tilt sunroof	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 (Main work)	Labor Allowance
# 3	00 76 036	Replacing the right head air bags (main work)	As applicable
Or:			
# 4	00 76 037	Replacing the right head air bags (main work) with slide/tilt sunroof	As applicable

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 03 24 WP 1), unless otherwise required by State law.

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B72 03 24 WP 1), unless otherwise required by State law.

**Sublet – Bulk Supply Materials (RO and Claim Comments Required)**

<b>Sublet Code 4</b>	Reimbursement for the repair-related bulk supply material (Do not use the BMW part number for claim submission)	Up to \$15.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the proportional quantity used plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

**Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)**

This Recall qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code in this bulletin as follows:

- Sublet Code 2 - Itemize the claimed AMS sublet amount on the repair order and in the claim comment section.

Please refer to [SI B01 29 16](#) for additional information.

**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 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)**

The Recall remedy repair for this action is the replacement of the right head air bag assembly because this component may not have been produced by the supplier according to applicable specifications, unless there

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Based on the issue being addressed, a reimbursement request for a qualifying prior customer-pay repair is not likely. However, if you should receive a reimbursement request from a customer for a repair that may qualify because it addressed the issue described in this bulletin, and it was performed **prior** to the Recall repair (Remedy) was available, 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 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 B720324 Recall Notice.pdf](#)

[picture\\_as\\_pdf B720324 24V-288-HeadAirBag-FAQ-\(24April2024\).pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 24V-288: Head Air Bag Right – B72 03 24

BMW AG is conducting a Voluntary Safety Recall (effective April 24, 2024) on certain Model Year 2014 - 2015 BMW vehicles that were produced between November 29, 2013, and September 4, 2014.

**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**  
**24V-288**  
**Head Air Bag**  
**Model Year 2014 & 2015**  
**BMW 2, 3, and 4 Series**  
**Issue Date: 04/24/2024**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2014 & 2015 BMW 2 Series, 3 Series, and 4 Series in the US are potentially affected.
- Q2. What is the specific issue?**  
Certain vehicles were equipped with a head air bag that may not have been produced by the supplier according to specifications.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models have head air bags 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 head air bags replaced for free.
- 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).