



SIB 65 19 24

2024-08-08

RECALL 24V-527: REPLACE DRIVER AIR BAG (PSDI-X)

This Service Information Bulletin (Revision #1) replaces SI B65 19 24 **dated July 2024**.**What's New:**

- Recall # added to SIB title and to attachments
- Situation updated
- Cause, Correction, Procedure, Parts, Claim Information added

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)
F12 (6 Series Convertible)	F13 (6 Series Coupe)	F15 (X5 Sports Activity Vehicle)
F25 (X3 Sports Activity Vehicle)	F30 (3 Series Sedan)	F32 (4 Series Coupe)
F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)
F82 (M4 Coupe)		

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 11, 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 July 10, 2024) on certain Model Year 2013 - 2015 BMW vehicles that were produced between September 7, 2012, and August 28, 2014.

The inflator for the driver air bag may not have been produced according to specifications by the supplier. In extremely rare cases, the air bag inflator could rupture, which could result in injury or death to vehicle occupants.

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

OTHER AIR BAG-RELATED FAULTS AND REPAIRS

This Recall applies to an operational driver's front air bag. The issue being addressed will not cause an air bag (SRS) malfunction light to illuminate. If the applicable collision-related activation requirements are met, it will not prevent the system from deploying.

However, if an Affected Vehicle arrives at your center with the air bag malfunction light illuminated, this type of issue is beyond the scope of this Recall.

It is important to notify the customer that diagnosing other air bag system-related (SRS) issues may be required. This diagnosis, and the corresponding repair work, when needed, is not covered by this Recall.

In this situation, replacing the driver's front air bag module will not correct the other SRS-related fault code(s) and issue.

CAUSE

Due to a supplier production error, inflators were incorrectly welded. This issue is related to supplier production and not the propellant. In the event of a crash necessitating deployment of the front driver's air bag, a rupture of the air bag inflator could possibly occur and result in metal fragments striking and injuring the driver or other passengers.

CORRECTION


Replace the driver's air bag module.

PROCEDURE

1-Please record exterior cosmetic condition of air bag/steering wheel assembly on the Repair Order prior to any repair. Take pictures of any existing cosmetic damage.

2-Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- **REP 32 34 020** – Removing and installing/replacing air bag unit.
- **REP 32 34 030** – Removing and installing/replacing air bag unit. (sports steering wheel)

	<p>It is necessary to document which air bag goes into which vehicle. Therefore:</p> <ul style="list-style-type: none"> • the technician is required to note on the repair order the serial number of the new air bag. • The serial number should also be entered into the warranty claims comment section.
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NOTE: If there is an unknown/wrong air bag installed in the vehicle, submit an **INFO ONLY** TSARA case directly to the Air Bag Product Engineer titled **B65 19 24**.

PARTS INFORMATION

These air bags are non-returnable. Please do not order for stock.

Use and invoice the applicable part number to perform the Recall repair.

Part Number	Description	Quantity
Please refer to EPC with VIN	Airbag module, driver's side	1 _[A1]

Part Retention And Return

Refer to SI B01 26 22.

CLAIM INFORMATION

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

Repair Code:	0032590300	Fx Replace driver's airbag (PSDI-X)
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Below are the special flat rate labor operation code choices for this action.

The vehicle is already in the workshop.

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 76 873	Replace the driver's airbag	3 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 76 246	Replace the driver's airbag	5 FRU

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

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have their driver's front air bag module replaced because of an accident. In such a case, either an insurance company, or the customer themselves, paid for the replacement of the above-mentioned air bag module in conjunction with the accident repair. Such cases are not covered by this campaign and are not entitled to reimbursement.

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

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Additional information can be found in the Mobile Service program guide in CenterNet which is located under the Customer Relations menu.

Claim - Labor Reimbursement (Special 200 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 200 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 Example for Claim Submission

Repair Code:	0032590300
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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
# 2	00 76 246	Replace the driver's airbag	5 FRU

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 100 percent, or 200 percent in total)

Work Pkg	Labor Operation	Description	Labor Allowance
# 2 OSR	32 99 000	Additional labor allowance to perform an “off-site” repair through Mobile Assistance	5 FRU*

Labor operation code 32 99 000 is not considered a Main labor operation.

(*) TK OSR Labor Calculation Procedure

Claim the WP's special flat rate labor operation code's stated FRU allowance amount, in full, a second time.

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 24V-527-PSDI-X-FAQ-\(10Jul2024\).pdf](#)

[picture_as_pdf B651924 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-527: Replace Driver Air Bag (PSDI-X) – B65 19 24

BMW AG is conducting a Voluntary Safety Recall (effective July 10, 2024) on certain Model Year 2013 - 2015 BMW vehicles that were produced between September 7, 2012, and August 28, 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-527
Driver Air Bag
Model Year 2013-2015
BMW 3 Series, 4 Series, 5 Series, 6 Series
BMW X3 SAV, X5 SAV
Issue Date: 07/10/2024

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Model Year 2013-2015 BMW 3 Series (Sedan, GT), 4 Series (Coupe, Convertible, Gran Coupe), 5 Series (Sedan, GT), 6 Series (Coupe, Convertible, Gran Coupe), X3 SAV, and X5 SAV models in the US are potentially affected.
- Q2. What is the specific issue?**
The inflator for the driver air bag may not have been produced according to specifications by the supplier. In extremely rare cases, the air bag inflator could rupture, which could result in injury or death to vehicle occupants.
- Q3. This sounds familiar. Was there a similar Safety Recall on the PSDI-X inflator in the past?**
Yes, in 2023.
- Q4. Is this new Safety Recall related to high absolute humidity like the other Takata recalls?**
No. This is a supplier production issue.
- Q5. Why are other models / vehicles not included in this Safety Recall?**
Other models have a driver air bag inflator that was produced to specifications by the supplier.
- Q6. 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.**
- Q7. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q8. 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**”.
- Q9. How will my vehicle be remedied?**
Potentially affected vehicles will have the driver air bag module replaced for free which should take about one hour.
- Q10. Do I have to wait for BMW to contact me to have the remedy performed?**
Yes. BMW is in the process of implementing this Safety Recall campaign to ensure that the necessary parts are at BMW centers. For the latest updates to this recall, please visit bmwusa.com/recall.