



SIB 65 32 24

2024-11-18

SAFETY RECALL 24V-856: HEAD AIR BAG

This Service Information Bulletin (Revision 3) replaces SI B65 32 24 **dated November 2024**.

What's New:

- SIB title changed to add NHTSA # 24V-856

MODEL

E-Series	Model Description	Production Date
G45	X3 Sports Activity Vehicle	October 18, 2024

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 October 31, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective October 30, 2024) on a small number of Model Year 2025 BMW vehicles that were produced on October 18, 2024.

As of November 4, 2024, this Delivery Stop has been upgraded to a Safety Recall.

Certain vehicles were equipped with a head air bag that may not have been produced by the supplier according to specifications. In a crash where head air bag deployment is warranted, this could cause a delayed activation and undefined deployment behavior of the air bag which could increase the risk of injury.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

The Recall Notice and FAQ have been attached for further information.

CAUSE

The supplier may have installed the gas generator in the RIGHT-side head airbag rotated 180°. This does not affect the left side.

CORRECTION

Check and if necessary, replace the RIGHT-side head 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 HV 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.

* 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”.

Up to Generation 4 Vehicles once 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.

For Generation 5 Vehicles however, the specific vehicle training is required to diagnose, remove and service any HV component and it is NOT allowed for non HV certified technicians to work on the high voltage system.




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:

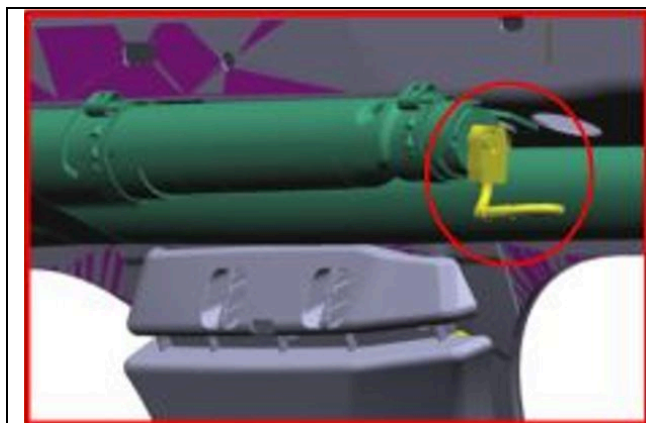
To repair GEN4 HV battery of G05 PHEV a certification from Technical Training Course “ST2006 – SP44 HV Battery” or equivalent ST1825 – Alternative Drive Part 2 is required (or as of 1/2023 the equivalent “ST 2325 for High Voltage Battery Systems”).
And
To repair A GEN5 HV battery the Technical Training 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”

Follow Repair Instruction **72 12 061** “Remove and install head airbag left or right (if version with panoramic roof)”.

Carefully pull the right side of the headliner down to the point where you can visibly inspect the head air bag right gas generator electrical connector orientation.

	<p>The head air bag right gas generator electrical connector (shown here in yellow) is oriented towards the roof of the vehicle.</p> <p>This is the correct position.</p>
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The head air bag right gas generator electrical connector (shown here in yellow) is oriented towards the floor of the vehicle.

This is the incorrect position, and the head air bag assembly must be replaced.

NOTE: When replacing the RIGHT-side head air bag assembly make sure that the printed colored line that runs the length of the component points in the direction of the vehicle interior to ensure it will function correctly.

PARTS INFORMATION

For WP # 2 and # 4, use and invoice the part numbers below.

Part Number	Description	Quantity
72 12 5 A16 4D2	Head Air Bag Right	1
And:		
51 43 9 496 586	Screw	12

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 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 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 when required, the part numbers listed above.

Repair Code:	0072710200	---
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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)	Labor Allowance
# 1	00 77 764	Head air right side bag inspection (No repair is required)	3 FRU
Or:	OR		
# 2	00 77 765	Head air right side bag, inspect and replace	31 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
# 3	00 77 197	Head air right side bag inspection (No repair is required)	5 FRU
Or:			
# 4	00 77 198	Head air right side bag, inspect and replace	33 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 32 24 WP 1), unless otherwise required by State law.

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

This Recall's remedy repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

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

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

Reimbursements of Recall Remedy Comparable Prior Customer-Pay Repairs (TREAD Act)

This Safety Recall's remedy repair is to inspect and replace the right head air bag assembly only if its gas generator module's electrical plug connector is found to be oriented in a downward position toward the floor, instead of in an upward position toward the roof.

Based on the above issue and the age of the Affected Vehicles, 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 as being recall comparable, 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

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Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department
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Supporting Materials

[picture_as_pdf B653224_24V-856-HeadAirBag-FAQ-\(18November2024\).pdf](#)

[picture_as_pdf B653224 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-856: Head Air Bag – B65 32 24

BMW AG has issued a Delivery Stop (effective October 30, 2024) on a small number of Model Year 2025 BMW vehicles that were produced on October 18, 2024.

As of November 4, 2024, 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.

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**Safety Recall
24V-856
Head Air Bag
Model Year 2025
BMW X3
Issue Date: 11/7/2024**

Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?

Certain Model Year 2025 BMW X3s 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. In a crash where head air bag deployment is warranted, this could cause a delayed activation and undefined deployment behavior of the air bag which could increase the risk of injury.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models have a head 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. **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.

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**”.

Q7. How will my vehicle be remedied?

Potentially affected vehicles will have the head air bag inspected and replaced, if necessary, 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.

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