

Service Information

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June 2019

Audio, Navigation, Information,
Safety Systems

B65 11 19

Technical Service

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

DELIVERY STOP & RECALL CAMPAIGN 19V-352: DRIVER AND PASSENGER KNEE AIR BAG

This Service Information bulletin replaces SI B65 11 19 dated May 2019

What's New:

- Q and A attachment

MODELS

F22 (2 Series Coupe)	F23 (2 Series Convertible)	F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)
F33 (4 Series Conv.)	F36 (4 Series Gran Coupe)	F82 (M4, M4 CS Coupe)	F83 (M4 Conv.)
F87 (M2, M2 Competition)			

SITUATION

Due to an issue during supplier production, the driver and/or passenger knee air bags could become damaged during deployment.

Depending upon the vehicle model and the specific VIN, the air bag affected could be:

- One or both of the knee (driver / passenger) air bags

AFFECTED VEHICLES

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 3, 2019) on certain Model Year 2018-2020 BMW vehicles that were produced from January 25, 2018 through April 30, 2019.

Approximately 11,764 vehicles are affected by this delivery stop/recall.

Affected vehicles show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description:



Note: STOP013901 B651119 Recall: Driver and Passenger Knee Air Bag.

Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

CAUSE

Due to an issue during supplier production, the driver and/or passenger knee air bags could become damaged during deployment.

CORRECTION

Replace the affected air bag.

PROCEDURE

For any of the listed vehicles, the left and/or right knee air bag replacement may be needed.

Enter a Recall IDS (Integrated Dealer Support) Ticket as instructed in the PARTS section to request the correct air bag(s).

- BMW of North America's Parts Technical Group will review the VIN, and enter the order for the air bag(s) needed for that specific VIN on behalf of the BMW center
- The BMW center should not attempt to determine which air bag(s) are affected on a specific vehicle

Replace the appropriate air bags. Refer to repair instructions-

REP 72 12 004 "Removing and installing/replacing the air bag module for driver's knee protection"

AND/OR

REP 72 12 006" Removing and installing/replacing the air bag module for front passenger knee protection"

PARTS INFORMATION



Notes: We are now using alphanumeric part numbers as seen below.

Please refer to the weekly Parts Matrix for the parts ordering procedure.

Prior to starting any work, check to see if the VIN has this campaign open. If so, enter a Recall IDS Ticket request.

- Use only one VIN per IDS Ticket
- Enter part number 00 00 0 000 000 per Parts Matrix DCS

BMW of North America's Parts Technical Group will review the VIN, reference the specific air bag(s) for that VIN, and enter the order for the air bag(s) on behalf of the BMW center. Any required hardware will also be included in the order.

When ordered this way, you will receive ONLY the air bag(s) needed for the specific vehicle. Each vehicle may require different modules replaced so this is the only way of ordering.

Parts Technical Group will reply to all Ticket requests with the part number(s) and backorder information if applicable. The part(s) must be installed in the VIN listed in the PO ONLY.

Part Number	Description	Quantity
72 12 5 A01 DF0	Driver's side knee protection air bag module	1
AND/OR		
72 12 5 A01 DF1	Passenger's side knee protection air bag module	1
AND		
07 14 9 165 429	Oval-head screw	As needed

Important! Retention of these Used Recall Parts

The parts replaced and submitted through this Recall claim entry procedure are the property of BMW.



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

When returning Safety Devices to the Warranty Parts Return Center, your Center must follow all applicable DOT Rules and Regulations pertaining to the packaging and shipping of Dangerous Goods.

For assistance with preparing and shipping Dangerous Goods, please utilize the Labelmaster® Dangerous Goods Information System (SI B01 22 16).

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	00 72 04 02 00
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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:	Labor Allowance:	Description (Plus work):
# 1	00 67 934	3 FRU (F22/F23/F32/F36/F82/F87); 5 FRU (F31/F33/F34/F83)	Checking the knee air bags, replacing the driver's side knee air bag
Or:			
# 2	00 67 935	3 FRU (F22/F23/F32/F36/F82/F87); 4 FRU (F34); 5 FRU (F31/F33/F83)	Checking the knee air bags, replacing the front passenger's side knee air bag
Or:			
# 3	00 67 936	5 FRU (F22/F23/F87); 6 FRU (F32/F36/F82); 7 FRU (F31/F33/F34/F83)	Checking the knee air bags, replacing both knee air bags

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit):

Work Pkg	Labor Operation:	Labor Allowance:	Description (Main work):
# 4	00 67 322	5 FRU (F22/F23/F32/F36/F82/F87); 6 FRU (F33/F34/F83); 7 FRU (F31)	Checking the knee air bags, replacing the driver's side knee air bag
Or:			
# 5	00 67 323	5 FRU (F22/F23/F32/F36/F82/F87); 6 FRU (F31/F33/F34/F83)	Checking the knee air bags, replacing the front passenger's side knee air bag
Or:			
# 6	00 67 324	7 FRU (F22/F23/F32/F36/F82/F87); 8 FRU (F34); 9 FRU (F31/F33/F83)	Checking the knee air bags, replacing both knee air bags

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 11 19 WP 1).

ATTACHMENTS

B651119 Recall Notice

2019-BMW-MY2019-2020-F2xF3x-Knee Airbag-QA-(6Jun2019)

Safety Recall 19V-352
Knee Air Bag
Model Year 2019-2020
BMW 2 Series, M2, 3 Series, 4 Series & M4
Last Update: 06/06/2019

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

Approximately 5,079 BMW vehicles in the US, as noted below, are potentially affected.

Series	Model Year	Model	Approx. Volume	Production Dates
F22	2019-2020	230i, 230i xDr, M240i, M240i xDr	333	Feb 2019 – May 2019
F23	2019-2020	230i, 230i xDr, M240i, M240i XDr	828	Feb 2019 – May 2019
F31	2019	330i xDr	154	Feb 2019 – May 2019
F32	2019-2020	430i, 430i xDr, 440i, 440i xDr	754	Feb 2019 – May 2019
F33	2020	430i, 430i xDr, 440i, 440i xDr	995	Feb 2019 – May 2019
F36	2020	M4 Gran Coupe	877	Mar 2019 – May 2019
F82	2019-2020	M4, M4 CS	380	Feb 2019 – May 2019
F83	2020	M4	228	Feb 2019 – May 2019
F87	2019-2020	M2 Comp	530	Feb 2019 – May 2019

Q2. What is the specific issue?

Due to an issue during supplier production of the knee air bags, the driver and/or front passenger knee air bags could become damaged during deployment.

Q3. What can happen as a result of this issue?

This could increase the risk of injury to the front driver and/or front passenger.

Q4. Why are other vehicles not included in this Safety Recall?

Other models did not have an issue with supplier production.

Q5. Can I continue to drive my vehicle?

Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q6. Can I determine if this issue exists in my vehicle?

No. This can only be determined through proper inspection at an authorized BMW center.

Q7. How did BMW become aware of the issue?

BMW became aware of the issue through our quality control procedures.

Q8. How will I be informed of this Safety Recall?

You will receive a letter in July via First Class mail advising you of this Safety Recall. Depending upon parts availability, this letter may request you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. In cases where parts are not immediately available, you will receive a second letter when parts become available, advising you to schedule an appointment with an authorized BMW center at that time to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

Safety Recall 19V-352
Knee Air Bag
Model Year 2019-2020
BMW 2 Series, M2, 3 Series, 4 Series & M4
Last Update: 06/06/2019

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q9. How will my vehicle be repaired?

The driver and/or front passenger knee air bags will be replaced.

Q10. How long will the repair take?

This repair should take approximately one hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed **for free** by your authorized BMW center.

Q11. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available, prior to contacting you to schedule your vehicle to have this Safety Recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.

SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 19V-xxx: Driver and Passenger Knee Air Bag (B65 11 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 3, 2019) on certain Model Years 2018-2020 BMW vehicles that have been produced from January 25, 2018 through April 30, 2019.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.