



SIB 65 13 20

2020-11-30

COLLECTION OF DRIVER'S AND PASSENGER'S SIDE AIR BAGS

For centers that qualify, this repair is eligible to be performed via Mobile Assistance.

MODEL

E-Series	Model Description	Model Years/Production Dates
F01	7 Series Sedan (excluding ALPINA)	Model Years 2009 (SOP) to 2011 (December 31, 2011)
F02	7 Series Sedan long wheelbase (excluding ALPINA)	
F04	7 Series ActiveHybrid	
F07	5 Series Gran Turismo	
F10	5 Series Sedan	

SITUATION

BMW intends to collect approximately 300 sets of driver's and passenger's side air bags for evaluation.

BMW is looking to obtain these specific parts **only from dealer inventory, auction and used car dealer vehicles**; but not customer-owned vehicles regardless of their age and mileage (excluding vehicles with voided warranty coverage and/or the true mileage cannot be determined).

The selected vehicles for air bag replacement must have been predominantly driven/operated in high temperature & high humidity southern areas of the United States and its territories, including:

- Alabama
- California (southern)
- Florida
- Georgia
- Hawaii
- Louisiana
- Mississippi
- Puerto Rico
- South Carolina
- Texas

CAUSE

BMW intends to perform evaluations and analyses on these side air bags.

CORRECTION

Replace both the driver's and passenger's side air bag modules on non-customer owned vehicles only.

PROCEDURE

1. Before installing the replacement parts the serial numbers from both new air bag modules must be documented by the technician on the repair order so it can also be entered in the warranty claim's comment section.
2. Replace the side air bag module in both the left and right front seat. See repair instructions "Removing and installing side airbag (front seat) REP 72 12 050".
3. The microencapsulated mounting screws must be replaced.
 - **Once installed, the screws must be torqued within 20 minutes to 8 Nm**
 - Do not retighten once encapsulation has dried

PARTS INFORMATION

These parts are open for normal ordering:

Part Number	Description	Quantity
71 12 7 949 991	Side airbag, front left seat F01 F02 F04	1
And		
71 12 7 949 992	Side airbag, front right seat F01 F02 F04	1
Or		
72 12 7 949 993	Side airbag, front left seat F07	1
And		
72 12 7 949 994	Side airbag, front right seat F07	1
Or		
72 12 7 949 997	Side airbag, front left seat F10	1
And		
72 12 7 949 998	Side airbag, front right seat F10	1
And		
07 14 7 131 792	Fillister head screw	4 (2 per seat)

Additionally, other small parts that are not specified above, such as one-time use screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

PARTS RETENTION AND RETURN INFORMATION

Parts that are removed from BMW vehicles cannot be used for resale!

The parts replaced to perform and submit for this repair procedure are the property of BMW NA (BMW of North America, LLC).

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.

Upon claim payment, a DCSnet part return tag will be generated for the driver's front air bag module with special handling instructions.

Please DO NOT return these air bag modules directly to the WPRC (Warranty Parts Return Center).

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

Your center is responsible for following all rules and regulations that apply to shipping dangerous goods as described in the attachment.

A shipping procedure has been created for returning the replaced air bag modules directly to Takata. There is also a procedure available for "Bulk Shipping 15 or more air bag modules" at one time to Takata.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them.

Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

- Scfieldaction.14305@xpo.com

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly).

Any parts not received within the 60-day part submission timeline may be subject to a claim debit.

WARRANTY INFORMATION

Reimbursement for replacing both the driver's and passenger's side air bag modules for collection will be via normal claim entry utilizing the following information and the part numbers listed above that apply:

Defect Code:	7212900100	Airbag parts procurement
:		
Labor Operation	Description	Labor Allowance
72 12 050	Removing and installing/replacing side airbag for left or right front seat (Main Work)	Refer to AIR
Or:		
72 12 550	Removing and installing/replacing side airbag for left or right front seat (Plus Work)	Refer to AIR
And:		
72 99 000	Work time for removing and installing/replacing side airbag for the other front seat	WT (3 to 5 FRU as applicable to the model, see the Note below)
And, if applicable:		
65 50 902	Additional work with rear compartment display (For applicable models only)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 72 12 550 instead of 72 12 050

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Note: For job/repair work time labor operation 72 99 000 for replacing the air bag on the other side, claim the VIN-specific FRU allowance that is stated in AIR for the Plus code labor operation code 72 12 550.

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming job/repair work time (WT), WT and the repair-related explanation procedures.

Mobile Assistance - Off Site Repair (Non-customer owned/operated vehicles only)

For centers that qualify, this repair is eligible to be performed and submitted as a Mobile Assistance 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 and mobile assistance work for the BMW Roadside Assistance Program.

If you have not already registered, please send an email with contact information to roadside.assistance@bmwna.com.

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

Claim - Labor Reimbursement (Special Rate Applies)

When a vehicle is eligible for this repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operations published flat rate unit (FRU) allowances at a rate of 200 percent. This mobile assistance 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 of time (for example, on multiple calls), only one on/off punch time is required.

Claim Submission

In addition to the Takata Air Bag repair order line item, please open an additional line item as described below:

Defect Code:	85820269TK	Takata - Mobile Assistance Off-Site Repair
:		
Labor Operation	Description	Labor Allowance
65 99 000	Additional labor allowance to perform off-site repair through Mobile Assistance	# FRU

Claim the sum of the applicable flat rate labor operations' stated FRU allowances (72 12 050 or 72 12 550 and 72 12 550 again, and 65 50 902, if applicable) a full second time using the defect code and labor operation provided above.

Notes:

- Identify this line time as Additional labor for a Mobile Assistance off-site repair.
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code 65 99 000 is not considered a Main labor operation.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Please submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquires	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B651320_Parts_Bulk_Ship_Return.pdf](#)

[picture_as_pdf B651320 Attachment REP 72 12 050.pdf](#)

[picture_as_pdf B651320_Parts_Return_Program_Instructions.pdf](#)

BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
- Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : SCTakataRestraints_International@xpo.com
 - Important: please be aware that there is an underscore (_) in the above Alaska email address, between the words "Restraints" and "International".
 - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039.

1. Contact Takata:

UPDATE!

Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.

- o **Email:** SCFieldAction.14305@xpo.com
- o **Phone:** 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
 - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
 - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the

2. Stacking:

Place the recall airbag components neatly on a pallet, and securely shrink-wrap them to the pallet.

Note: The total height of the pallet and boxes cannot exceed 60 inches.



3. Labeling:

Securely attach the following labels on each side of the shrink-wrapped pallet.

- o Class 9 Label
- o UN3268 Safety Device *
- o OVERPACK USED *

*You can print these labels on letter size white paper, using Microsoft Word.



4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: AirbagReturns@bmwna.com

Removing and installing side airbag (front seat) 2 12 050

I REP-REP-RAF0172-7212050 - V.3

72 12 050 Removing and installing side airbag (front seat)



Important!

Operations on pyrotechnical devices may only be carried out by authorised experts.

Improper, unauthorised operations may result in serious dangers.

Unauthorized persons are strictly prohibited from performing any operations on this system.



Warning!

Observe safety regulations for handling airbag modules and pyrotechnical seat belt tensioners.

Incorrect handling can activate airbag and cause injury.

A damaged airbag must be replaced because its protective function is compromised and, in an extreme situation, it can no longer execute its protective function.



Installation note:

- Microencapsulated screws (Loctite) must be replaced and may not be reused
- Screw connection must be completed within 20 minutes (start of curing)
- Microencapsulated screws must not be retightened
- Clean thread of nut beforehand in event of repeated use



Necessary preliminary tasks:

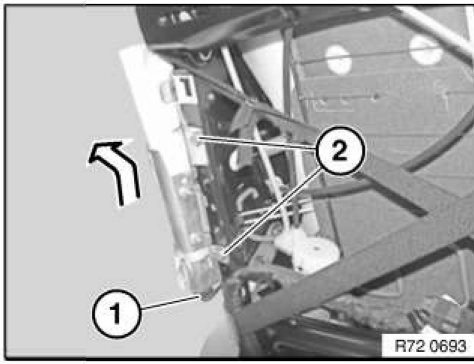
- Disconnect battery negative cable
- Remove rear panel on front seat

Unlock plug connection (1) and disconnect.

Unfasten screws (2).

Remove airbag module in direction of arrow.

7/7/2020



AIR - Repair instruction

Installation note:

Replace screws.

Tightening torques 72 12 06AZ.

Airbag module is coded against incorrect assembly.

Defect Code: 72 12 90 01 00

Safety Device Return Procedure for Airbag Recall

****ATTENTION****

DO NOT USE THE "1.4 LABEL" AND DO NOT FOLLOW ANY INSTRUCTIONS FOUND INSIDE THE REPLACEMENT AIRBAG MODULE'S BOX.

DISREGARD THOSE INSTRUCTIONS AND DO NOT RELABEL THE ORIGINAL BOX THAT WILL NOW BE USED FOR RETURNING THE RECALLED AIRBAG.

IMPORTANT

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation ("DOT") will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer's (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the module must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

IMPORTANT: Do not deploy the safety device. The person packing the used safety device must read and follow the provided instructions.

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
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