



SIB 65 13 20

2021-02-12

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

This Service Information Bulletin (Revision #2) replaces SI B65 13 20 **dated November 2020**.

**What's New** (Specific text highlighted):

- Eligible vehicles have been expanded to include 2012 Model Year.
- Part retention & return info section – Parts now go back to WPRC instead of Takata
- Takata shipping attachments removed

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 2012 (December 31, 2012)
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:

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
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).

The parts are to be packaged in the same packaging that the new part arrived in for shipment to the WPRC. 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 generate for the side air bag to be returned to the WPRC.

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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 can use the Labelmaster® Dangerous Goods Information System (DGIS) for proper shipping procedures and guidelines (additional information for the DGIS can be found in [SI B01 22 16](#)).

- 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:

<b>Defect Code:</b>	<b>7212900100</b>	<b>Airbag parts procurement</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
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](mailto: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:

<b>Defect Code:</b>	<b>85820269TK</b>	<b>Takata - Mobile Assistance Off-Site Repair</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
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 inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture\\_as\\_pdf B651320 Attachment REP 72 12 050.pdf](#)