SIB 72 01 26

SERVICE ACTION: REPLACING THE SEAT MOUNTED SIDE AIR BAGS (COLLECTION)
2026-10-09

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.

☐	THIS REPAIR IS MOBILE FRIENDLY
☐	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

E-Series	Model Description	Production Date
F10	5 Series Sedan	February 1, 2010 – December 30, 2010

SITUATION

BMW AG is conducting a Voluntary Service Action on certain Model Year 2011 BMW 5 Series Sedans involving seat mounted side air bags with gas generator type “SSI-20”. We will be replacing both of the front seat mounted side air bags and collecting them for supplier analysis.

AFFECTED VEHICLES

This Service Action Campaign involves 35,501 Model Year 2011 BMW 5 Series Sedans produced from February 1, 2010, up to December 30, 2010.

The duration of this service action is limited. As soon as **200 parts** have been collected, the technical campaign will be stopped.

CAUSE

Analysis of the gas generator after 15+ years of vehicle use.

CORRECTION

Replace both seat mounted side air bags and send the removed parts to BMW.

Other SRS/Air Bag-Related Faults and Repairs

A vehicle listed may arrive at your center with SRS-related issues that are beyond the scope of this campaign repair.

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

PROCEDURE

Replace both front seat mounted side air bags.

Follow repair instructions **REP 72 12 050 Removing and installing the side air bag (front seat)**.

It is necessary to obtain an assignment of the new air bag module for the vehicle (Vehicle Identification Number). For this reason, the serial number for the new air bag module must be entered in the comment box in the warranty claim.

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PARTS INFORMATION

Only use and invoice the part numbers listed below.

Please submit a BMW/MINI Recall Parts IDS ticket to request parts if needed. These parts are non-returnable.

Part Number	Description	Quantity
72 12 5 B85 EC1	Side air bag of the front seat on the LEFT	1
72 12 5 B85 EC2	Side air bag of the front seat on the RIGHT	1
07 14 7 131 792	Oval Head Screw	4

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants (in sublet), 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's resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

Important Part Retention Notice

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. These parts must be held in a secure retention area until BMW NA notifies your center that the claim has been paid.

When a replaced part is requested for return, a corresponding Part Return tag will be generated in S-Gate.

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

Any requested parts not received by the WPRC in accordance with Section 6 of the Warranty Policy and Procedure Manual (WPPM) may be subject to a debit.

For questions regarding this issue, please contact the WPRC via IDS or LiveChat.

CLAIM INFORMATION

Reimbursement for this Action will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above.

Repair Code:	**0072040300**	**F10 Replacing side airbag (US collection campaign)**

Below are the special flat rate labor operation code choices for this action.

The vehicle is already the workshop for another repair and/or reason

Work Package	Labor Operation	Description (Plusposition)	Labor Allowance
# 1	00 80 587	Replacing Both Side Air bags	7 FRU

Or:

The vehicle arrives at your center, and this Action shows open (No other Main work will be performed or claimed during this workshop visit, see note above).

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Work Package	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 80 073	Replacing Both Side Air bags	9 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

Reference the SIB number, the issue (briefly), and the work package (WP) number performed in the technician's RO notes, and in the claim comments (For example: B72 01 26 Replacing Both Side Air Bags WP 1), unless otherwise required by State law.

Mobile Service - Off Site Repair (OSR)

For centers that qualify, this repair is eligible to be performed and submitted as a Mobile Service "Off-Site" Repair which includes an additional labor allowance.

Qualifying BMW centers 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 to roadside.assistance@bmwna.com.

Additional information can be found in the Mobile Service Program Guide in CenterNet (soon to be the Retailer Hub), located under the Customer Relations menu

Claim - Labor Reimbursement (Special 200 Percent Rate Applies)

When a vehicle is eligible for this 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 of 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 for Claim Submission

Repair Code:	0072040300	The First 100 Percent Repair - Labor

RO campaign line Item for the work package performed.

Work Package	Labor Operation	Description	Labor Allowance
# 1	00 80 587	Replacing Both Side Air bags **(Plusposition)**	7 FRU
Or:			
# 2	00 80 073	Replacing Both Side Air bags **(Main work)**	9 FRU

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Then, separate from the above line-item:

Repair Code:	**85820269TK**	**The Second 100 Percent Labor Request for 200 Percent Total Labor**

Open an additional RO Line Item in conjunction with the campaign WP line item performed.

Work Package	Labor Operation	Description	Labor Allowance
# 3 OSR	72 99 000	Additional labor allowance to perform an “off-site” repair through Mobile Assistance **(With WP # 1 Plusposition, WP # 3)**	7 FRU
Or:			
# 4 OSR	72 99 000	Additional labor allowance to perform an “off-site” repair through Mobile Assistance (**With WP # 2 Main work, WP # 4)**	9 FRU

OSR 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

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