



RECALL CAMPAIGN 20V-243: HEAD AIR BAG (RIGHT SIDE)

This Service Information Bulletin (Revision 2) replaces SI B65 10 20 **dated May 2020**.

What's New (Specific text highlighted):

- Parts Retention Section – Returns now go to TK Global
- Parts return documents attached

MODEL

E-Series	Model Description	Production Date
G30	5 Series Sedan	October 14, 2016 – September 22, 2017

AFFECTED VEHICLES

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective April 29, 2020) on a small number of Model Year 2017-2018 BMW 5 Series that were produced between October 14, 2016 and September 22, 2017.

The head air bag (right-side) may not have been produced to specifications by the supplier. In a crash of sufficient severity, deployment of the head air bag may be impaired and/or a part of the inflator could separate, increasing the risk of injury.

Recall notice and Q&A have been attached for further information.

CAUSE

Moisture in the head air bag propellant.

CORRECTION

Replace the right-side head air bag.

PROCEDURE

Replace the right-hand head air bag according to repair instructions:

- Removing and installing or replacing left or right head air bag **with** sliding/tilting sunroof
See attachment (B65 10 20_Repair Instructions HPS w SHD.pdf)

Refer to ISTA repair instructions for safety and precaution measures when dealing or handling air bags

This repair procedure requires a special clip release tool (P/N 83 30 2 230 142), which was sent via automatic tool shipment. See [SI B04 16 13](#)

PARTS INFORMATION

Only use and invoice the part numbers below

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of claim.

Please refer to the Parts Matrix for parts ordering procedure.

Part Number	Description	Quantity
72 12 7 372 520	G30 right-hand head air bag, US	1
07 14 9 148 299	Oval-head screw	2

Other small parts such as screws, nuts and seals, which must be replaced according to the ISTA repair instructions, 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

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

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

Upon claim payment and based on the replacement front air bag component part number claimed, a corresponding DCSnet part return tag will be generated with special handling instructions.

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

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 is every two weeks (bi-weekly).

WARRANTY INFORMATION

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

Defect Code:	0072160200	G30 Replace right head airbag
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Vehicle is already in the workshop-

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 602	Replacing the right-side head air bag (with Sunroof)	26 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
# 2	00 69 096	Replacing the right-side head air bag (with Sunroof)	27 FRU; 28 FRU (530e xDrive iPerformance)

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. 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 10 20 WP 1), unless otherwise required by State law.

And, as applicable:

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

This Recall 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.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have the driver's front air bag module replaced as a result of an accident. In such a case, either an insurance company or the customer themselves paid for the replacement of the above mentioned air bag module in conjunction with the accident repairs. Such cases are not covered by this campaign and are not entitled to reimbursement.

Supporting Materials

[picture as pdf B65 10 20_QA-6May2020.pdf](#)

[picture as pdf B65 10 20_Repair Instructions HPS w SHD.pdf](#)

[picture as pdf B651020_Parts_Bulk_Ship_Return.pdf](#)

[picture as pdf B65 10 20 Recall Notice.pdf](#)

[picture as pdf B651020_Parts_Return_Program_Instructions.pdf](#)