



RECALL CAMPAIGN 16V-914: AUTOLIV AIR BAG MODULE(S)

This Service Information Bulletin (Revision 3) replaces SI B72 01 16 **dated June 2020**.

What's New (Specific text highlighted):

- Parts section updated -Due to the high completion rate of this recall, these parts are no longer part of the weekly Parts Matrix.

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.

MODEL

F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F12 (6 Series Convertible)
F13 (6 Series Coupe)	F33 (4 Series Convertible)	F83 (M4 Convertible)	F48 (X1 Sports Activity Vehicle)

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2016-2017 vehicles. This involves certain air bags from supplier Autoliv.

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

- Front passenger air bag
- One or both of the front seat mounted side air bags
- One or both of the head air bag assemblies (left-side, right-side) or
- One or both of the knee air bags (driver / passenger).

The driver's steering wheel air bag is not included in this action.

BMW is committed to helping you manage this recall campaign in the least disruptive fashion.

All customers affected by this Recall have been sent final letters informing them that their vehicle is affected by this Recall. To assist you with customer concerns, please reference the attached Q&A that will be updated as information becomes available.

Alternative Mobility Solutions (AMS) Reimbursement

This BMW Recall/Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement. Please refer to SI B01 29 16 for claim submission details.

AFFECTED VEHICLES

This Recall Campaign involves 2,080 Model Year 2016-2017 vehicles.

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.

The affected vehicles will be identified with the comment:

- **STOP011931 B72 01 16 Autoliv Air Bag Module.**

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

The Recall Notification letter and Questions & Answers are attached for reference.

CAUSE

Due to a supplier production error, certain air bags from supplier Autoliv may not have been produced to specifications.

CORRECTION

Replace the affected Air Bag Module.

PROCEDURE

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

Monitor DCS messages as things may change.

Vehicle F06, F07, F10, and F13:

Only the front passenger air bag must be replaced. See repair instructions

REP 72 12 000 "Remove and install/replace the air bag module on the passenger's side".

Vehicles F12:

The front passenger air bag and/or left/right side air bag(s) are possible.

Replace the appropriate air bags. See repair instructions

REP 72 12 000 "Remove and install/replace the air bag module on the passenger's side"

or

REP 72 12 050 "Removing and installing side air bag (front seat)"

Vehicles F33 and F83:

The left and/or right side air bag(s) must be replaced.

Replacement of the side air bag. See repair instructions

REP 72 12 050 "Removing and installing side air bag (front seat)".

Vehicles F48:

The left head air bag and/or driver/passenger knee air bag(s).

Replace the appropriate air bags. See repair instructions

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

or

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

or

REP 72 12 060 "Removing and installing/replacing left or right head air bag"

PARTS INFORMATION

Prior to starting any work, check to see if the VIN has an open campaign and enter a BMW Recall Parts IDS Ticket request. Only one VIN per IDS Ticket and enter part number 00 00 0 000 000. Parts will review the VIN and enter the order for the air bag(s) including any required hardware.

When ordered this way you will receive ONLY the air bag(s) needed for this vehicle; each vehicle requires different modules to be replaced so this is the only way of ordering.

Parts 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.

Only use and invoice the part numbers below that apply.

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 the claim

Parts list for front passenger air bag:		
Part Number	Description	Quantity
72 12 9 273 661	Passenger's side air bag module F07	1
72 12 9 273 662	Passenger's side air bag module F10	1
72 12 9 273 663	Passenger's side air bag	1

	module F06 F12 F13	
07 14 9 184 212	Oval-head screw	Max. 14 (only if necessary)
07 14 9 185 673	Oval-head screw with shim	1

Parts list for side air bag:		
Part Number	Description	Quantity
72 12 7 407 045	Front left seat side air bag, black F33 F83	1
72 12 7 407 046	Front right seat side air bag, black F33 F83	1
72 12 7 407 048	Front right seat side air bag, veneto beige F33	1
72 12 7 407 049	Front left seat side air bag, oyster F33	1
72 12 7 407 050	Front right seat side air bag, oyster F33	1
72 12 7 285 954	Front right seat side air bag, ivory F12	1
72 12 7 285 958	Front right seat side air bag, black F12	1
72 12 7 404 210	Front right seat side air bag, cognac F12	1
72 12 8 030 787	Front left seat side air bag, champagne F12	1
72 12 8 030 791	Front left seat side air bag, platinum F12	1
72 12 8 030 792	Front right seat side air bag, platinum F12	1
72 12 8 030 794	Front right seat side air bag front, amaro brown F12	1
07 14 9 156 955	Oval-head screw	2 per side air bag

Knee air bag parts list:		
Part Number	Description	Quantity
72 12 9 296 979	Driver's side knee protection air bag module F48	1
72 12 9 296 980	Passenger's side knee protection air bag module F48	1
07 14 9 165 429	Oval-head screw ISA M6X16 ZN SW	2 per air bag

Head air bag parts list:		
Part Number	Description	Quantity
72 12 7 352 603	Left head air bag F48	1
07 14 7 265 827	Blind rivet	4 per air bag

PARTS RETENTION AND DISPOSAL OF USED PARTS

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

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

Your dealer is responsible for following all rules and regulations that apply to the proper shipping of dangerous goods.

Dealers 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)

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 USA through DCSnet.

Please **DO NOT** return these recalled air bag modules directly to Autoliv, Takata or the WPRC. They are to be returned to **Lighting Resources** as shown on the “Ship To” address listed on the part return tag.

A DCSnet part return tag will be generated for the requested parts. Inflatable air bags are classified as dangerous goods by department of transportation (DOT) and require special preparation, packing and labeling for transport.

CLAIM INFORMATION

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

Defect Code:	0072780100	F0x F1x F3x F4x replacing the airbag
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Vehicle is already in the workshop

F06, F07, F10, F12 and F13

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 64 804	Replacement of front passenger air bag (F06, F07, F10, F12, F13)	Refer to AIR
Or:	Or:		
# 2	00 64 805	Replacement of front passenger air bag and a side air bag (only F12)	Refer to AIR

F12, F33 and F83

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 3	00 64 806	Replacement of left or right side air bag (F12, F33, F83)	Refer to AIR
Or:	Or:		
# 4	00 64 807	Replacement of both side air bags (F12, F33, F83)	Refer to AIR

F48

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 5	00 64 808	Replacement of driver or front passenger knee air bag (F48)	Refer to AIR
Or:	Or:		
# 6	00 64 809	Replacement of both knee air bags (F48)	Refer to AIR
Or:	Or:		
# 7	00 64 810	Replacement of left head air bag (only F48 without panorama glass roof)	Refer to AIR
Or:	Or:		
# 8	00 64 817	Replacement of left head air bag (only F48 with panorama glass roof)	Refer to AIR

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)

F06, F07, F10, F12 and F13

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 9	00 64 266	Replacement of front passenger air bag (F06, F07, F10, F12, F13)	Refer to AIR
Or:	Or:		
# 10	00 64 267	Replacement of front passenger air bag and a side air bag (only F12)	Refer to AIR

F12, F33 and F83

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 11	00 64 268	Replacement of left or right side air bag (F12, F33, F83)	Refer to AIR
Or:	Or:		
# 12	00 64 269	Replacement of both side air bags (F12, F33, F83)	Refer to AIR

F48

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 13	00 64 270	Replacement of driver or front passenger knee air bag (F48)	Refer to AIR
Or:	Or:		
# 14	00 64 271	Replacement of both knee air bags (F48)	Refer to AIR
Or:	Or:		
# 15	00 64 272	Replacement of left head air bag (only F48 without panorama glass roof)	Refer to AIR
Or:	Or:		
# 16	00 64 273	Replacement of left head air bag (only F48 with panorama glass roof)	Refer to AIR

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.

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

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B72 01 16 WP 1), unless otherwise required by State law.

TREAD Act - Previous Customer-Pay Repairs

If your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” **prior** to the release of this Recall Service Information bulletin, BMW of North America, LLC (“BMW NA”) will reimburse this previous repair.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to “address the issue” described in this “Recall” Service Information bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:
 - Sublet Code “3”
 - Dollar amount (with no markup)
 - Comment: Recall Campaign 16V-914: Autoliv Air Bag Module(s) - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
 - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process).

Note: A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other “unrelated issues” on an affected or non-affected vehicles does not qualify for reimbursement.

This claim submission for the “prior customer-pay reimbursement,” when it is submitted as outlined under Defect Code “85 99 00 12 NA,” **will not close** the “Open” Safety Recall on the vehicle.

The applicable “open” Recall repair must still be performed on the vehicle.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics 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

Supporting Materials

[picture as pdf REP 72 12 006 - F48 Passengers Knee Airbag.pdf](#)

[picture as pdf REP 72 12 050 - F33 F83 Front seat mounted side airbag.pdf](#)

[picture as pdf B720116 QA.pdf](#)

[picture as pdf REP 72 12 050 - F12 Front seat mounted side airbag.pdf](#)

[picture as pdf REP 72 12 000 - F06 F07 F10 F12 F13 Passenger Airbag.pdf](#)

[picture as pdf REP 72 12 004 - F48 Drivers Knee Airbag.pdf](#)

[picture as pdf Recall Notice B720116.pdf](#)

[picture as pdf REP 72 12 060 - F48 Drivers HPS.pdf](#)