

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 21V-554: Safety Belt Retractor - Update
Date: Friday, July 23, 2021 10:39:01 AM

Publish Date: July 23, 2021
From: Technical Service
Expiration Date: August 6, 2021

DCSnet Message
Urgent



Subject: **BMW Recall 21V-554: Safety Belt Retractor - Update**

July 23, 2021 Update:

Bulletin B72 04 21 has been posted to TIS and remedy is now available. The expected failure rate is less than 1%.

Message from July 15, 2021:

BMW AG is conducting a Voluntary Non-Compliance Recall (effective July 15, 2021) on certain Model Year 2021 BMW vehicles that were produced between November 23, 2020 and May 28, 2021.

Sincerely,
Technical Service

Attachments: [B720421 Recall Notice\[1627050575008\].pdf](#)
 [B720421_2021-Fxx-Gxx-SafetyBeltRetractor\(ALR\)-FAQ-\(15Jul2021\)\[1627050575008\].pdf](#)
 [B720421_REV01\[1627050575008\].pdf](#) [B720421 Recall Notice\[1627050575008\].pdf](#)
[B720421_2021-Fxx-Gxx-SafetyBeltRetractor\(ALR\)-FAQ-\(15Jul2021\)\[1627050575008\].pdf](#)
[B720421_REV01\[1627050575008\].pdf](#)

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
BMW SAV (Light Trucks), All Offering, All Region, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All



SIB 72 04 21

2021-07-23

RECALL 21V-554: SAFETY BELT RETRACTOR

This Service Information Bulletin (Revision 1) replaces SI B72 04 21 **dated July 2021**.

What's New (Specific text highlighted):

- Cause, Correction, Procedure, Parts, Warranty sections added

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

E-Series	Model Description	Production Date
F23	2 Series Convertible	January 19, 2021 – March 23, 2021
F39	X2 Sports Activity Coupe	December 7, 2020 – January 29, 2021
F44	2 Series Gran Coupe	November 25, 2020 – February 5, 2021
F48	X1 Sports Activity Vehicle	December 4, 2020 – January 29, 2021
F87	M2 Competition Coupe	January 19, 2021 – April 1, 2021
G20	3 Series Sedan	November 30, 2020 – May 28, 2021
G22	4 Series Coupe	December 7, 2020 – February 8, 2021
G23	4 Series Convertible	December 4, 2020 – January 21, 2021
G29	Z4 Roadster	January 11, 2021 – February 16, 2021
G30	5 Series Sedan	November 23, 2020 – February 25, 2021
G80	M3 Sedan	December 8, 2020 – March 4, 2021
G82	M4 Coupe	December 7, 2020 – January 22, 2021

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 Non-Compliance Recall (effective July 15, 2021) on certain Model Year 2021 BMW vehicles that were produced between November 23, 2020 and May 28, 2021.

The safety belt retractor (except for the driver's seat) may not have been produced to supplier specifications. As a result, it may not be possible to firmly secure ("lock") a child seat in place using the Automatic Locking Retractor (ALR) function. **However, in a crash, the safety belt will still lock and firmly secure a child seat (or a passenger) via the Emergency Locking Retractor (ELR) function.** Also, the LATCH system (lower anchors and top tether) is available in all potentially affected vehicles for use with a child seat, if the child seat has the corresponding LATCH system.

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

CAUSE

The safety belt retractor (except for the driver's seat) may not have been produced to supplier specifications.

CORRECTION

The safety belt retractor will be inspected for correct function and, if necessary, replaced.

PROCEDURE

Not all safety belt retractor assemblies are affected by this check. Refer to the table below to identify the vehicle model and seat position which need to be checked.

Seat position	F23	F39	F44	F48	F87	G20	G22	G23	G29	G30	G80	G82
Front passenger		X	X	X		X	X	X	X		X	X
Rear outer	X				X	X				X	X	
Rear center						X				X	X	

Step 1: Put the safety belt across the empty vehicle seat and insert the metal tongue of the belt into the buckle.

Step 2: Pull the safety belt all the way out of the retractor to activate the Automatic Locking Retractor (ALR).

Step 3: Carefully let the safety belt retract fully into the retractor while the belt remains buckled, which simulates a restrained child seat. You will notice that when in ALR mode, there is a ratcheting/clicking noise from the retractor. This is normal.

Step 4: Grasp the torso portion of the safety belt and carefully pull on the belt in an attempt to pull the belt back out of the retractor. The belt should not pull out of the retractor.

Step 5: Unlatch the belt, and let it completely retract back into the retractor.

Step 6: Repeat steps 1- 5 five times (a total of 6 cycles)

Conclusion: Is the safety belt locked so that the strap cannot be pulled out of the retractor in step 4?
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Yes: The ALR function works properly and the safety belt assembly meets FMVSS requirements

No: ALR does not work properly, the safety belt must be replaced according to the repair instructions.

PARTS INFORMATION

Do not order safety belts for stock or scheduled appointment, as the failure rate is less than 1%.

If needed, obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Note: Other small parts, such as screws, nuts and seals, which are to be replaced on the basis of the ISTA repair instructions, must be selected from ETK according to the respective vehicle type and billed under the special find number.

Note:

The parts to be replaced in the context of a technical action are not subject to the Teile-Clearing process.

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable information below based on the Repair Matrix in the Procedure section, and when required, the part numbers that apply.

Plus work	Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop
Main work	The vehicle arrives at your center for the issue and repair work covered under the terms and conditions described in this bulletin (No other Main work will be performed/claimed during this workshop visit).

Only one Main labor operation can be claimed per workshop repair visit (one or more claim submissions, if applicable).

Defect Code:	0072300200	Fx Gx Checking safety belt
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F39, F44, F48, G20, G22, G23, G29, G80, G82

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 71 570	Check passenger safety belt (No repair is necessary) (Plus work)	3 FRU
# 2	00 71 063	Check passenger safety belt (No repair is necessary) (Main work)	5 FRU
# 3	00 71 571	Check and replace safety belt (roller assembly) on passenger side (Plus work)	6 FRU (F39, F48); 8 FRU (F44); 9 FRU (G20, G80); 10 FRU (G20-MC 5P03, 5P83); 14 FRU (G22; G82); 24 FRU (G23); 30 FRU (G29)
# 4	00 71 064	Check and replace safety belt (roller assembly) on passenger side (Main work)	7 FRU (F39, F48); 10 FRU (F44); 11 FRU (G20, G80); 15 FRU (G22); 16 FRU (G82); 25 FRU (G23-MC 23AT); 26 FRU (G23-MC 53AT); 31 FRU (G29)

F23, F87, G20, G30, G80

Work Pkg	Labor Operation	Description	Labor Allowance
# 5	00 71 572	Check the outside rear safety belt (left and right) (If repair is necessary, see below) (Plus work)	3 FRU
# 6	00 71 065	Check the outside rear safety belt (left and right) (If repair is necessary, see below) (Main work)	5 FRU

G20, G80

Work Pkg	Labor Operation	Description	Labor Allowance
# 7	00 71 573	Check safety belts on passenger side and rear (left, center and right) (If repair is necessary, see below) (Plus work)	3 FRU
# 8	00 71 066	Check safety belts on passenger side and rear (left, center and right) (If repair is necessary, see below) (Main work)	5 FRU

When required, with:

Work Package # 5, 6, 7, 8 as applicable

Labor Operation	Description (Associated work)	Labor Allowance
00 71 574	Replace the rear left safety belt (roller assembly)	10 FRU (G20, G80); 11 FRU (G20 - MC 5P03, 5P83, G30, G80-MC 33AY); 12 FRU (G30 MC-63BJ, 83BJ); 15 FRU (F23); 16 FRU (F87)
00 71 576	Replace the right rear safety belt (roller assembly)	10 FRU (G20, G80); 11 FRU (G30-MC 23BJ, 63BH); 12 FRU (G30-MC 63BJ, 83BJ); 15 FRU (F23); 16 FRU (F87)
00 71 575	Replace center rear safety belt (roller assembly)	9 FRU (G20); 11 FRU (G30, G80)

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: B72 04 21 WP 1), unless otherwise required by State law.

Additionally, when applicable, explain the Associated work that also had to be performed.

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)

Based on the issue and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you do receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B720421 Recall Notice.pdf](#)

[picture_as_pdf B720421_2021-Fxx-Gxx-SafetyBeltRetractor\(ALR\)-FAQ-\(15Jul2021\).pdf](#)

NON-COMPLIANCE RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 21V-xxx: Safety Belt Retractor – B72 04 21

BMW AG is conducting a Voluntary Non-Compliance Recall (effective July 15, 2021) on certain Model Year 2021 BMW vehicles that were produced between November 23, 2020 and May 28, 2021.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

Non-Compliance Recall
21V-xyz
Safety Belt
Model Year 2021
BMW / MINI
Issue Date: 07/15/2021

Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?

Certain Model Year 2021 BMW and MINI models in the US are potentially affected.

Q2. What is the specific issue?

The safety belt retractor (except for the driver's seat), may not have been produced to supplier specifications. As a result, it may not be possible to firmly secure ("lock") a Child Restraint System (CRS) ("child seat") in place using the Automatic Locking Retractor (ALR) function of the retractor. *[In the paragraph below, the ALR system is described.]* **However, in a crash, the safety belt will still lock and firmly secure a child seat (or a passenger) via the Emergency Locking Retractor (ELR) function.** Also, the LATCH system (lower anchors and top tether) is available in all potentially affected vehicles for use with a child seat, if the child seat has the corresponding LATCH system.

ALR Function Description

The Automatic Locking Retractor (ALR) function can be used to help secure a Child Restraint System (CRS) ("child seat"). To secure a child seat, the belt is pulled all the way out, weaved through the child seat, and latched into the safety belt buckle. As the belt is then let back into the retractor, a clicking noise is noticed which, when the belt is completely let back into the retractor, secures the child seat on the vehicle seat.

Q3. Why are other models / vehicles not included in this Non-Compliance Recall?

Other models have a safety belt retractor that has been produced to specifications.

Q4. Can I continue to drive my vehicle?

Yes. However, when you are notified by BMW / MINI, please contact an authorized BMW center / MINI dealer and schedule an appointment to have this important Non-Compliance Recall performed as soon as possible. For the latest updates to this Non-Compliance Recall, please visit bmwusa.com/recall or miniusa.com/recall. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q5. Can I determine if this issue exists in my vehicle?

No.

Q6. How did BMW Group become aware of the issue?

BMW Group became aware of the issue through its quality control procedures.

Q7. How will I be informed of this Non-Compliance Recall?

Owners of potentially affected vehicles will be notified via First Class mail, advising them of this Non-Compliance Recall, and requesting them to schedule an appointment with an authorized BMW center / MINI dealer to have the remedy performed. Owners can locate their nearest authorized BMW center at bmwusa.com/dealer, and MINI dealer at miniusa.com/dealer.

**Non-Compliance Recall
21V-xyz
Safety Belt
Model Year 2021
BMW / MINI
Issue Date: 07/15/2021**

To ensure BMW has your recent contact and vehicle information, owners should visit bmwusa.com/recall and click on “**Manage recall notices and contact information**”. To ensure MINI has your most recent contact and vehicle information, owners should visit miniusa.com/ol.

Q8. How will my vehicle be remedied?

The safety belt retractor will be checked and, if necessary, replaced for free and should take about one hour.

Q9. Do I have to wait for my letter to have my vehicle serviced?

Yes. BMW Group is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center / MIN dealer to have this important Non-Compliance Recall performed.