


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 17-MAR-2017 SEP 27 2017		Repository <input type="checkbox"/> Reference No. 10966456	
OWNER INFORMATION (Type or Print)							
Name		Address		Daytime Telephone Number		E-mail Address	
City		State		Zip Code		Evening Telephone Number	
HINESVILLE		GA		[REDACTED]		[REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
WBAXG5C56DD [REDACTED]				BMW		528I	2013
Date Purchased		Dealer's Name and Telephone Number				Engine:	Fuel Type:
6-1-15		Woody Edson Automotive (912) 375-0503				No: Cylinders	
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code		
		Dacula, GA		GA	31513		
Transmission Type		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:	Incident Date(s)
						52L module Horn, cruise control	02-MAR-2017
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						Failure Mileage	Failure Speed
52L module						75000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	Number of Deaths	Reported to Police	
						N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).							
TL* THE CONTACT OWNS A 2013 BMW 528I. WHEN STARTING THE VEHICLE, THE AIR BAG INDICATOR ILLUMINATED. THE CONTACT TOOK THE VEHICLE TO A DEALER WHERE IT WAS DIAGNOSED THAT THE AIR BAGS FAILED. THE MANUFACTURER STATED THAT THERE WERE NO AIR BAG RECALLS FOR THE VEHICLE. THE FAILURE MILEAGE WAS 75,000.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

On the date of Monday January 10, 2017 I received an engine oil maintenance service to my 2013 bmw 528 at Critz BMW Savannah Service Department on the above date, the service department listed other diagnosis such as, the coolant level was low. I also complained of the fact that my power outlet was no longer working, in which the service department then repaired upon this visit. This appointment was scheduled on January 9, 2017.

On the date of Friday January 13, 2017 I scheduled another appointment with Critz BMW Savannah Service department for the date of January 16, 2017 in regards to my horn no longer working and the power outlet no longer working. The Service department informed me that my horn would cost in the vicinity of \$500 dollars to repair and that power outlets in bmw's malfunction quiet commonly because they're not made to withstand an exuberant amount of voltage.

On the date of Friday March 3, 2017 I scheduled an appointment with Critz BMW Savannah Service department for the date of March 14, 2017, due to the fact that on the date of March 2, 2017 my driver restraint light system illuminated on my control panel and once this occurred my cruise control, as well as my horn no longer proceeded to function, and my steering wheel would make a clicking sound when I would attempt to turn it. The service department upon this appointment determined that my SZL module (Steering Angle Sensor) need it replacing and informed me that my vehicle was not under recall at this time and that the repairs would be approximately \$1200 dollars or more. On the same date above I contacted The National Highway Traffic Safety Administration via email and telephone, as well as BMW of North America headquarters. After filing an informal complaint with representatives of the BMW of North America headquarters on the date of March 14, 2017 as my telephone records indicate attached to this document. On the date of March 15, 2017 as well as March 16, 2017 BMW of North America headquarters conversed with me about the issue and stated, "In regards to this issue, [REDACTED] your vehicle is not under recall yet. Therefore we cannot repair your vehicle free of charge." I informed the representative of how grave a concern that an issue of this magnitude should be to not only to public safety, but the reputation of his company.

The steering column switch assembly includes the cluster of switches mounted at the top of the steering column underneath the steering wheel, the clock spring and the control module known as SZL. The switches are responsible for operating wipers and washers, turn signals, headlight dimmers and cruise control. The clock spring is a spring-wound ribbon of wire used to connect electrical circuits through the steering wheel, examples of these circuits include: horn, driver airbag and multi-function switches on the steering wheel. The SZL is usually the culprit when there is a malfunction in the switches. When the clock spring fails, it usually leaves a fault code for the driver airbag.

One of the most critical parts is the power steering control unit, or SCU, which acts as another computer onboard the car that communicates with the ECM during vehicle operation. It takes information provided to it from the steering and speed sensors, and then translates that data into something that the ECM can understand. The ECM then uses that information to control the power steering system (on an electronic power steering system, as opposed to a conventional hydraulic system). Failure of the SCU generally means a failure of the entire power steering system, as the ECM does not have the information necessary to operate it. As a result, the SCU may not accurately determine if activation and deployment of the air bags, safety belt pre-tensioners and head restraints is necessary in the event of a crash. In a crash of sufficient severity, the driver and/or passenger air bags, safety belt pre-tensioners, and active head restraints may not activate, increasing the risk of injury. The

SZL module is a crucial part of the steering column switch. My 2013 BMW 528i was manufactured in Germany Dingolfing, Germany in 2012 and shipped to Florida on the date of 11-16-2012. Attached to this document is a letter addressed to Ms. Helen Riehle in concern to the recall of certain model year 2011 BMW 528i, 528xi, 535i, 535xi, 550i and 550xi vehicles manufactured March 1, 2010, through August 31, 2011. This letter acknowledges BMW of North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) above stating, "The affected vehicles may have received a replacement Sensor Cluster Unit (SCU) during a service visit. These SCUs have an acceleration sensor that may have been incorrectly programmed and, as a result, the SCU may not accurately determine if activation and deployment of the air bags, safety belt pre-tensioners and head restraints is necessary in the event of a crash.

Consequence:

Depending on the severity of the crash, inadequate activation of the driver and/or passenger air bags, safety belt pre-tensioners and active head restraints may increase the risk of injury. Mfr's Report Date: November 14, 2016 NHTSA Campaign Number: 16V-832 (Recall number 16V832000) Components: AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

The issue was such of grave concern in regards to the safety of the customer that BMW stated, "BMW recommends that you do not continue to drive your vehicle. If you are not the only driver of this vehicle, please advise all other drivers of this important information. Our recommendation is to speak with your local dealer to arrange for vehicle pick up and alternate transportation."

Also attached to this letter are numerous recalls pertaining to BMW's SCU module which the SZL module is part of or functions in sync with. Thanks for your time.

Euromech Inc

99 Wrights Old Oak Lane
 Midway, GA 31320
 Shop Phone: (912) 332-0215

Email: ben@euromechinc.com
 Web Address: www.euromechinc.com

Estimate

Estimate Ref # [REDACTED]
 Date Printed: 03/22/2017
 Printed Time: 5:10 pm

Hat/Ref: [REDACTED] NAPA AUTOCARE CENTER 32-202-01595 Time Promised:

2013 BMW 528I L4 2.0L 1997CC 121CID FI GAS T N20B20A

VIN: WBAX G5C5 6DD [REDACTED]

License: [REDACTED] Mileage In: 75,293 Date Written: 03/22/2017
 Unit #: [REDACTED] Mileage Out: 75,293 Written By:
 DOM: 10/12 Save Old Parts: No

Home: [REDACTED]
 Cell: [REDACTED]

Job Name	Description	Technician	Qty	List	Extended
Job #1	SRS warning light on. Cruise control, horn n...				
Labor Import	Work Requested - SRS warning light on. Cruise control, horn not working. Noise from steering wheel.		3.00	110.00	330.00
	Work Performed - Install new SZL switch gear. Clear codes and test.				
Part 613.193.540	SZL Switch		1.00	650.05	650.05
Job Total:				980.05	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Euromech Inc is not responsible for coded audio systems. All vehicles left over 48 hrs. after repairs are completed or awaiting authority for work or awaiting payment for special order parts WILL INCUR a storage fee of \$35 per day.

HORN SOUNDS WEAK - \$400 APPROX TO REPLACE

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$650.05
 Labor: \$330.00
 Sublet: \$0.00
 Misc: \$0.00
 Hazmat: \$19.60
 Supplies: \$16.50

Tax Total: \$45.50
Estimate Total: \$1,061.65



Service & Repair / Safety & Recalls / BMW / 535 / 2011

2011 BMW 535 Recalls

There are currently 4 recalls for your vehicle. [Change vehicle](#)



NHTSA Vehicle Safety Recalls

Recall Number	Recall Date
16V746000	10/17/2016

Component
FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Summary

condition. The recall began on September 24, 2014. Owners may contact BMW at 1-800-525-7417.

Recall Number	Recall Date
16V832000	11/17/2016

Component

AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Summary

BMW of North America, LLC (BMW) is recalling certain model year 2011 BMW 528i, 528xi, 535i, 535xi, 550i and 550xi vehicles manufactured March 1, 2010, through August 31, 2011. The affected vehicles may have received a replacement Sensor Cluster Unit (SCU) during a service visit. These SCUs have an acceleration sensor that may have been incorrectly programmed and, as a result, the SCU may not accurately determine if activation and deployment of the air bags, safety belt pre-tensioners and head restraints is necessary in the event of a crash.

Consequence

Depending on the severity of the crash, inadequate activation of the driver and/or passenger air bags, safety belt pre-tensioners and active head restraints may increase the risk of injury.

What Owners Should Do

BMW will notify owners, and dealers will replace the SCU, free of charge. The recall began on December 16, 2016. Owners may contact BMW customer service at 1-800-525-7417.

What Should You Do?

Contact your dealer as soon as possible


Every recall is serious, so it's important that you contact an authorized service center as soon as possible to make an appointment to get it fixed.



SI B65 11 15
Audio, Navigation, Monitors, Alarms, SRS


August 2016
Technical Service

Recall Campaign 15V-318: Driver's Front Air bag Module (Final Repair)

New information provided by this revision is preceded by this symbol .

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 Service Information bulletin supersedes SI B65 11 15 dated **July 2016**.

 New information provided by this revision is preceded by this symbol

MODEL

E39 (5 Series)	E46 (3 Series)	E53 (X5 Sports Activity Vehicles)
Model Year 2002-2006		

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving Driver's Front Air bag Module on certain BMW vehicles that are equipped with non-desiccated Takata PSDI-5 inflators.

This is an industry-wide safety recall involving driver's front air bag modules. BMW is committed to helping you manage this recall campaign in the least disruptive fashion.

All customers affected by this recall were sent an interim letter on August 31, 2015. The letter informed them that their vehicle is affected by this recall.

As parts for the final repair are starting to arrive, a second notification letter is being mailed to the customers in phases, starting in August 2016. A copy of this second letter is attached.

To assist you with customer concerns, please reference the attached Q & A that will be updated as information becomes available. You can identify the latest version by the date that is referenced at the bottom of the pages.

AFFECTED VEHICLES

This Recall Campaign involves certain model year 2002 to 2006 E39, E46, and E53 vehicles.

The mailing will be sent first to customers residing in the High Absolute Humidity areas such as Alabama, California, Florida, Georgia, Guam, Hawaii, Louisiana, Mississippi, Puerto Rico, Samoa, Texas, US Virgin Islands, Saipan and South Carolina as per the NHTSA requirements.

Vehicles requiring this Recall Campaign will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), or with the Key Reader.

OTHER AIR BAG RELATED FAULTS AND REPAIRS

A vehicle may arrive at your center with an air bag malfunction light illuminated; this is not necessarily the issue being addressed by this recall.

An illuminated air bag warning light can be caused by various system/component-related faults (i.e. control unit, wiring harness, sensors, etc).

If a vehicle arrives in the workshop with an air bag warning light on:

- Perform the diagnostic procedure to identify the cause. BMW will cover up to 4 FRU of diagnosis time. Normal warranty documentation requirements apply to this diagnosis.
- If the air bag fault is related to the **driver's front air bag module** and its replacement will correct the issue, then this repair will be covered "as a result" of performing the Recall Campaign outlined in this bulletin.
- If the air bag fault is due to **some other cause**, please inform the customer first about additional "customer-pay work" that is needed and obtain their approval to proceed with the repairs at their expense.

Should the customer decline his/her authorization to perform the repairs, please make a note of it on the repair order.

This Recall Campaign must always be completed, whether or not other faults in the air bag system are diagnosed and/or corrected.

PROCEDURE

There is no inspection procedure for this recall. When this recall shows open, replace the driver's air bag module per ISTA Repair Instructions "Remove and refit/replace the Air bag unit" REP 32 34 020 or follow the attached repair procedure.

Before installing the replacement part, the new Air bag module's serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.

IMPORTANT NOTE

Certain E46 vehicles covered by this recall are also affected by Recall Campaign 13V-172 (refer to [SI B65 15 13](#)) or 14V-428 (refer to [SI B65 17 14](#)) for replacing the passenger's Air bag module. Please complete both recalls during the service appointment.

PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure

Part Number	Description	Quantity
32 30 6 877 590	Air bag on the sport steering wheel or M sport steering wheel	1

	(option 0255 or option 0710)	
Or:		
32 30 6 877 591	Air bag on the basic steering wheel without multifunction controls	1
Or:		
32 30 6 877 592	Air bag on the basic steering wheel with multifunction controls (option 0249)	1

PARTS RETENTION

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

A DCSnet part return tag will be generated for the driver's side front air bag module with special handling instructions. Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

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.

Your center is responsible for following all rules and regulations that apply to shipping dangerous goods as described in the attachment.

Please **do not** return these Recall Campaign air bag modules to either:

- Warranty Parts Return Center (WPRC) or to the
- Recycling/disposal vendors listed in the Warranty Policy and Procedures Manual, Section 6.

WARRANTY INFORMATION

Reimbursement for this Recall Campaign will be via normal claim entry utilizing the following information:

Defect Code:	00 32 39 02 00	
Labor Operation:	Labor Allowance:	Description:

00 64 071	5 FRU	Replace the driver-side front Air bag (Main work)
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And, if the vehicle arrives with the air bag malfunction light illuminated:

Labor Operation:	Labor Allowance:	Description:
32 99 000	Up to 4 FRU	Work time to perform the Air bag system diagnostic procedure

Work time labor operation code 32 99 000 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments.

Prior Interim Repairs

If the vehicle received the interim air bag repair, claimed previously under defect code 00 32 25.02 00, the final repair must still be performed on the vehicle.

TREAD Act - Previous Customer-Pay Repairs

With this Recall Campaign, a prior repair reimbursement is unlikely. Typically, a customer would have their 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.

In the case where the customer paid for the replacement of his/her driver's front air bag module not as a result of an accident, and due to the fact that it was covered by this Recall Campaign, please reimburse the customer-paid repair expense as follows:

Customer-pay Invoice Review and Reimbursement Procedure

- 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.
- If this prior repair qualifies, reimburse the customer (labor and parts).
- 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: Reimbursement for allowable expenses related to the previous customer-pay repair
 - Please detail and itemize the claimed sublet on the repair order and in the claim comment section.

Safety Recall 15V-318
Model Year 2002-2006 BMW X5, 3 and 5 Series
Driver's Front Air Bag System
Last updated: 7/22/16

Q1. Which models are included in this Safety Recall Campaign?

Included are certain Model Year 2002-2006 BMW 3 Series models produced between January 2002 and August 2006, as well as certain Model Year 2002-2003 5 Series produced between March 2002 and July 2003 and Model Year 2003-2004 X5 Sport Activity Vehicles produced between February 2003 and October 2003, both equipped with the optional sport steering wheel.

Q2. Are the BMW M3 and M5 included in this Recall?

Yes. Please refer to Q1.

Q3. How many vehicles are included in this Recall?

The number of BMW vehicles in the US included in this recall is approximately 419,000.

Q4. Why are other vehicles not included?

Other vehicles have driver's front air bags that were produced with different inflator designs.

Q5. What is the specific concern?

Takata's investigation to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity) could lead to over-aggressive combustion in the event of air bag deployment.

Q6. What can happen as a result of this issue?

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

Q7. Is it possible to find out whether the problem exists in my car?

No. There is no way to detect if your BMW might have an air bag inflator potentially at risk of rupturing upon deployment in an accident.

Q8. Can I continue to drive my vehicle?

Yes. BMW is not aware of a ruptured inflator in any of its vehicles associated with this recall. Vehicles equipped with air bags, including air bags that are under recall, save lives and reduce injuries. The vast majority of Takata air bags will perform as expected. When you receive a letter asking you to have this service performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

- Retain the "original" customer pay invoice in your files; this documentation may be requested by BMW during the claim review process)



Note: When submitted as outlined above, the claim submission for this "customer-pay reimbursement" **will not** close the "Open" Safety Recall on the vehicle.

ATTACHMENTS

View PDF attachment [15V-318-DriverAirBagONL\(Final E39-E53\)\(Approved by NHTSA 5July2016\)](#).

View PDF attachment [15V-318-DriverAirBagONL\(Final E46\)\(Approved by NHTSA 5July2016\)](#).

View PDF attachment [B651115 Parts Bulk Ship Return](#).

View PDF attachment [B651115 Parts Return Program Instructions](#).

View PDF attachment [B651115 Repair Procedure](#).

View PDF attachment [B651115 Takata AirBag 15V-318-Driver QA](#).

View PDF attachment [B651115 Technical Campaign Note](#).

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U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 6, 2016

Ms. Helen Riehle
Safety Integrity and Recall Manager
BMW of North America, LLC
300 Chestnut Ridge Road
Woodcliff Lake, NJ 07677

NEF-150TB
16V-832

Subject: Supplemental Restraints may not Deploy as Needed

Dear Ms. Riehle:

This letter serves to acknowledge BMW of North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

BMW/528i/2011
BMW/535i/2011
BMW/550i/2011

Mfr's Report Date: November 14, 2016

NHTSA Campaign Number: 16V-832

Components:

AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Potential Number of Units Affected: 91

Problem Description:

BMW of North America, LLC (BMW) is recalling certain model year 2011 BMW 528i, 528xi, 535i, 535xi, 550i and 550xi vehicles manufactured March 1, 2010, through August 31, 2011. The affected vehicles may have received a replacement Sensor Cluster Unit (SCU) during a service visit. These SCUs have an acceleration sensor that may have been incorrectly programmed and, as a result, the SCU may not accurately determine if activation and deployment of the air bags, safety belt pre-tensioners and head restraints is necessary in the event of a crash.

Consequence:

Depending on the severity of the crash, inadequate activation of the driver and/or passenger air bags, safety belt pre-tensioners and active head restraints may increase the risk of injury.

Remedy:

BMW will notify owners, and dealers will replace the SCU, free of charge. The recall is expected to begin in December 2016. Owners may contact BMW customer service at 1-800-525-7417.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



We have received BMW's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Tariq Bond who may be reached by phone at 1-202-366-5472, or by email at tariq.bond@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement




SI B65 28 16
Audio, Navigation, Information, Safety Systems

April 2017
Technical Service

RECALL CAMPAIGN 16V-832: REPLACE SENSOR CLUSTER UNIT

What's New:

- **Warranty Information: Alternative Mobility Solutions (AMS) Reimbursement added**

New information provided by this revision is preceded by this symbol .

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 Service Information bulletin supersedes SI B65 28 16 **dated March 2017**.

MODEL

F10 (5 Series Sedan)	
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SITUATION

BMW AG is conducting a Voluntary Safety Recall involving certain vehicles.

BMW Customer Relations is contacting owners of affected vehicles via phone and First Class mail to recommend that they **do not continue to drive their vehicle** until the Recall has been completed.

Arrangements will be made to pick up the vehicle, and alternate transportation will be provided until parts are available. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

AFFECTED VEHICLES

This Recall Campaign) involves approximately 91 vehicles which previously had a sensor cluster unit (SCU) replaced.

Vehicles which are affected will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

They will be identified with the comment: **Recall B652816 Sensor Cluster Unit.**

CAUSE

Sensor Cluster Unit (SCU) spare parts supplied through BMW NA and installed in a vehicle during a repair event may have been incorrectly programmed.

CORRECTION

Check vehicle and if needed replace the Sensor Cluster Unit (SCU).

PROCEDURE

1. Perform vehicle test with ISTA 4.03.2 or higher.
2. If 'Replace Central Sensor' is **NOT** displayed after the vehicle test, the vehicle is ok and no further repair is required.
3. If 'Replace Central Sensor' is displayed then replace the Airbag Central Sensor following "REP 65 77 735 Removing and installing/replacing central sensor."
 - Dispose of original mounting nuts.
 - Use the 2 new mounting nuts provided in the repair kit.
 - Torque mounting nuts to **8 NM**

NOTE: Fault memory only has to be cleared if the airbag warning lamp does not go out following the repair.

PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
65 77 6 995 527	Airbag central sensor repair kit – Includes sensor and two new mounting nuts	1



Note: The sensor removed from an affected vehicle must be held by your center,

this part will be requested to be returned to the Warranty Parts Return Center.

WARRANTY INFORMATION

UPDATE

Alternative Mobility Solutions (AMS) Reimbursement

UPDATE

For customer owned and operated vehicles, 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.

Page 3 of 4

Defect Code:	UPDATE 0065950200	
Labor Operation:	Labor Allowance:	Description:
00 64 280	4 FRU	Check Vehicle (No repair is necessary) (Main work)
OR:		
00 64 240	17 FRU (F10 Automatic); 15 FRU (F10 Manual)	Check vehicle and replace airbag central sensor (Main work)

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 that 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 16V-832: Replace sensor cluster unit - 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).

A claim submission for a "prior customer-pay reimbursement" under Defect Code "85 99 00 12 NA" **will not close** the "Open" Safety Recall on the vehicle. The Recall repair procedure that applies must still be performed on the vehicle and claimed.

Repairs that do not qualify for Reimbursement

Repairs that do not qualify for reimbursement include repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

Page 4 of 4

ATTACHMENTS

View PDF attachment [B652816 Call Script](#).

View PDF attachment [B652816 Q A](#).

View PDF attachment [Recall Notice B652816](#).

View PDF attachment [REP6577735](#).

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SAFETY RECALL NOTICE

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

RE: Recall Campaign 16V-832: Replace Sensor Cluster Unit – B65 28 16

BMW Group is conducting a Voluntary Safety Recall (effective November 14, 2016) involving the Sensor Cluster Unit in certain F10 (5 Series Sedan).

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

11/30/16 1/1

65 77 735 Removing and
 installing/replacing
 central sensor



Warning!

Note [airbag safety instructions!](#)

Incorrect handling can activate airbag and cause injury.



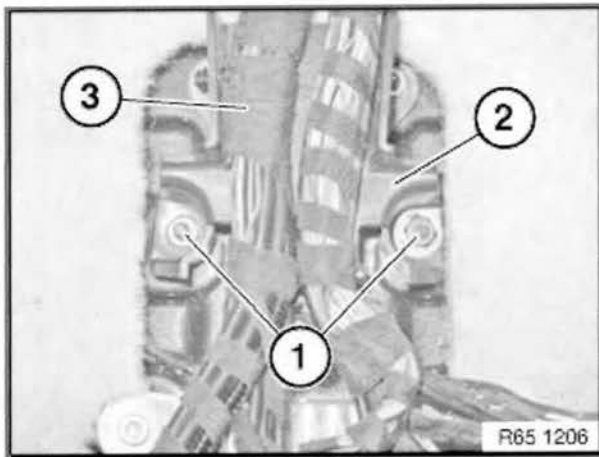
Necessary preliminary tasks: Clamp off

battery negative lead

Remove complete centre console

Unscrew nuts (1).

Remove holder (2) from centre console wiring harness (3).



Unscrew nuts (1).

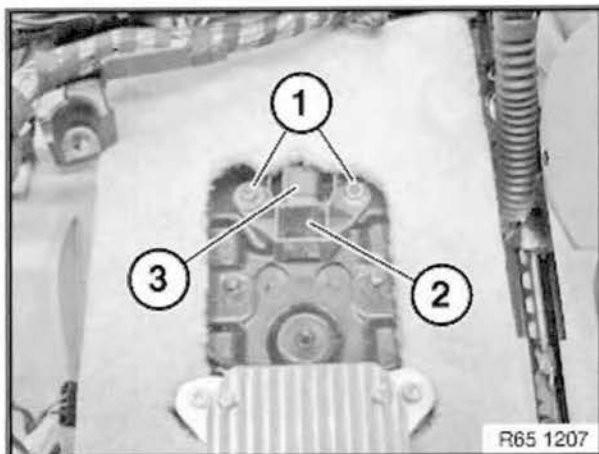
Tightening torque 65 77 5AZ.

Remove sensor (2).

Unlock plug connection (3) and disconnect.

Installation:

Make sure sensor is mounted without play.



TELEPHONE SCRIPT: OUTBOUND CALLS TO CUSTOMERS
Safety Recall 16V-832, Model Year 2011, BMW 5 Series B65 28 16

Hello (customer name). My name is _____. I am an Executive Customer Care Representative with the corporate offices of BMW of North America. I'm calling you today concerning a safety recall for your **(YEAR, BMW, MODEL)**. Do you have a few moments to speak with me?

Customer has time to speak

- "Great. Thank you! I am calling to inform you that we will be announcing a recall for certain model year 2011 BMW 5 Series vehicles. Through our quality control procedures, we discovered that the crash sensor, also known as the sensor cluster unit or SCU, may have been incorrectly programmed by the supplier and installed in your vehicle.
- Since your vehicle has been identified as potentially affected, we wanted you to be aware.
- We advise that you stop driving your vehicle and advise that no one else drive your vehicle until the recall can be completed.
- I would like to assist you in arranging for your authorized BMW center to inspect the vehicle and replace the sensor cluster unit, at no charge to you.
- I can transfer you to BMW Roadside Assistance so that we can have your vehicle taken to your preferred authorized BMW center. Or, I can give you the telephone number so that you can schedule when you would like to have your vehicle picked up. ○ Rep would call Roadside with the customer on the phone (usually via transfer) go through the IVR 800-332-4269: Option 1, Option 1, Option 1. Provide name and VIN to RSA rep and warm transfer the customer.
○ **OR** provide customer with RSA # 1-800-332-4269.
- If needed, I can also facilitate a loaner and/or rental vehicle with your authorized BMW center if you require alternate transportation.
- May I ask where your vehicle is at this time?
- Which BMW center do you prefer?
- For your information, you will be receiving a letter via First-Class Mail regarding this recall.
- We apologize for any inconvenience and thank you for your understanding.

Customer does NOT have time to speak:

- "I understand. I do have some very important information to share with you regarding a safety recall for your BMW. We advise that you stop driving your vehicle and advise that no one else drive your vehicle until the recall can be completed.

Is there a more convenient time that I can call you back?

Or....

I'd like to provide you with my contact information so that you can call me back at your earliest convenience." (Provide contact info.)

**Crash Sensor
Safety Recall 16V-832
Model Year 2011
BMW 5 Series
Last Updated 12/2/2016**

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

Approximately 91 Model Year 2011 BMW 5 Series in the US are potentially affected.

Q2. What is the specific issue?

This recall involves the crash sensor (sensor cluster unit - SCU) which may have been incorrectly programmed by the supplier, entered the spare parts supply chain, and installed in vehicles at dealers during service visits.

Q3. What can happen as a result of this issue?

In a crash of sufficient severity, the driver and/or passenger air bags, safety belt pre-tensioners, and active head restraints may not activate, increasing the risk of injury.

Q4. Can I continue to drive my vehicle?

BMW recommends that you do not continue to drive your vehicle. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.** Our recommendation is to speak with your local dealer to arrange for vehicle pick up and alternate transportation. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

Should you need to contact BMW Customer Relations, they can be reached at 1-800-525-7417.

Outside of normal working hours, BMW Roadside Assistance can be reached at 1-800-332-4269. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

Q5. How did BMW become aware of this issue?

BMW became aware of this issue through its quality control procedures.

Q6. Why are other BMW vehicles not included in this Safety Recall?

Production vehicles were not affected because this issue only applies to the spare parts supply chain.

Q7. Can I determine if this issue exists in my vehicle?

No.

Q8. How will my vehicle be repaired?

The sensor cluster unit will be replaced.

Q9. Are parts for the recall available?

Yes.

**Crash Sensor
Safety Recall 16V-832
Model Year 2011
BMW 5 Series
Last Updated 12/2/2016**

Q10. Is BMW aware of any accidents or injuries involving these BMW vehicles in the US associated with this Safety Recall?

No.

Q11. How will I be informed of this Safety Recall?

BMW Customer Relations is contacting owners of affected vehicles by phone and First Class mail to recommend that they do not continue to drive their vehicle until the Recall has been completed. Our recommendation is to speak with your local dealer to arrange for vehicle pick up and alternate transportation. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

Should you need to contact BMW Customer Relations, they can be reached at 1-800-525-7417. Outside of normal working hours, BMW Roadside Assistance can be reached at 1-800-332-4269. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

Q12. How long will the repair take?

This repair will take approximately 3 hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

Q13. Do I have to wait for my letter in order to have my vehicle serviced?

No.

BMW recommends that you do not continue to drive your vehicle. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.** Our recommendation is to speak with your local dealer to arrange for vehicle pick up and alternate transportation. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

Should you need to contact BMW Customer Relations, they can be reached at 1-800-525-7417. Outside of normal working hours, BMW Roadside Assistance can be reached at 1-800-332-4269. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

Q14. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.



3/09	5:54P	[Redacted]	Peak	M2MAllow	Fort Stewa GA	Incoming CL	15	--	--	--
3/09	6:58P	[Redacted]	Peak	M2MAllow	Hinesville GA	Macon GA	3	--	--	--
3/09	7:23P	[Redacted]	Peak	M2MAllow	Hinesville GA	Incoming CL	6	--	--	--
3/10	2:43P	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Cochran GA	9	--	--	--
3/10	2:51P	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Macon GA	12	--	--	--
3/10	6:27P	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Incoming CL	2	--	--	--
3/11	10:37A	[Redacted]	Off-Peak	N&W	Fort Stewa GA	Incoming CL	2	--	--	--
3/12	11:51A	[Redacted]	Off-Peak	N&W	Fort Stewa GA	Douglas GA	1	--	--	--
3/12	12:09P	[Redacted]	Off-Peak	N&W	Fort Stewa GA	Jesup GA	2	--	--	--
3/13	3:34A	[Redacted]	Off-Peak	N&W	Fort Stewa GA	Toll-Free CL	1	--	--	--
3/14	10:40A	[Redacted]	Peak	PlanAllow	Hinesville GA	Savannah GA	3	--	--	--
3/14	11:34A	[Redacted]	Peak	PlanAllow	Savannah GA	Toll-Free CL	1	--	--	--
3/14	11:38A	[Redacted]	Peak	PlanAllow	Savannah GA	Forsyth GA	1	--	--	--
3/14	11:38A	[Redacted]	Peak	PlanAllow	Savannah GA	Jacksonvl FL	6	--	--	--
3/14	11:44A	[Redacted]	Peak	PlanAllow	Savannah GA	Forsyth GA	2	--	--	--
3/14	2:00P	[Redacted]	Peak	PlanAllow	Savannah GA	Jacksonvl FL	6	--	--	--
3/14	2:07P	[Redacted]	Peak	PlanAllow	Savannah GA	Forsyth GA	8	--	--	--
3/14	3:14P	[Redacted]	Peak	PlanAllow	Savannah GA	Jacksonvl FL	4	--	--	--
3/15	2:46P	[Redacted]	Peak	PlanAllow	Hinesville GA	Toll-Free CL	20	--	--	--
3/15	11:49P	[Redacted]	Off-Peak	N&W	Jesup GA	Macon GA	4	--	--	--
3/16	12:24A	[Redacted]	Off-Peak	N&W	Hinesville GA	Macon GA	19	--	--	--
3/16	8:32A	[Redacted]	Peak	PlanAllow	Hinesville GA	Incoming CL	18	--	--	--
3/16	11:43A	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Toll-Free CL	8	--	--	--
3/16	2:00P	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Toll-Free CL	8	--	--	--
3/16	2:05P	[Redacted]	Peak	PlanAllow,CallWait	Fort Stewa GA	Incoming CL	6	--	--	--
3/17	7:03A	[Redacted]	Peak	M2MAllow	Fort Stewa GA	Macon GA	2	--	--	--
3/17	9:00A	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Toll-Free CL	17	--	--	--
3/17	9:17A	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Incoming CL	28	--	--	--
3/17	9:46A	[Redacted]	Peak	PlanAllow	Hinesville GA	Toll-Free CL	1	--	--	--

Detail for [Redacted]

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime	Long Dist/	Charges	Other Chgs	Total
3/17	9:47A	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Toll-Free CL	35	--	--	--	--	--
3/17	10:27A	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Savannah GA	7	--	--	--	--	--
3/17	12:31P	[Redacted]	Peak	PlanAllow	Fort Stewa GA	Incoming CL	1	--	--	--	--	--



3/18	1:11P	[REDACTED]	Off-Peak	N&W	Savannah GA	Savannah GA	1	--	--	--
3/18	1:37P	[REDACTED]	Off-Peak	N&W	Savannah GA	Toll-Free CL	20	--	--	--
3/18	8:36P	[REDACTED]	Off-Peak	N&W	Hinesville GA	Eastman GA	8	--	--	--
3/19	1:33A	[REDACTED]	Off-Peak	N&W	Fort Stewa GA	Cochran GA	14	--	--	--
3/20	7:41P	[REDACTED]	Peak	M2MAllow	Hinesville GA	Incoming CL	1	--	--	--
3/20	7:56P	[REDACTED]	Peak	PlanAllow	Fort Stewa GA	Hinesville GA	13	--	--	--
3/20	8:47P	[REDACTED]	Peak	M2MAllow	Fort Stewa GA	Incoming CL	14	--	--	--
3/20	9:01P	[REDACTED]	Off-Peak	N&W	Fort Stewa GA	Incoming CL	23	--	--	--



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 www.critz.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
1/16/17	
R/O Close Date	Status
1/16/17	Pre-Invoi
Mileage In	Mileage Out
73014	73016
Service Advisor / Tag #	

CURTIS KRAUSS/W106*W*

Work Phone			Vehicle Identification Number		
Home Phone			WBAXG5C56DD		
Body			Delivery Date		In-Service Date
Color					10/31/12
Year	Make	Model	License Number		
2013	BMW	5 SERIES	4DR SDN 528I RWD		

DESCRIPTION OF SERVICE AND PARTS AMOUNT

Email: [REDACTED]		

#2 - 61BMZ01: EXTERIOR TRIM EXTERIOR TRIM COMPLAINT CUSTOMER STATESHER HORN DOES NOT WORK, POWER OUTLET DOES NOT WORK. Caused by FOUND JUNCTION BOX FUSE F54 (20A) FOR 12V POWER SOCKET BLOWN Work performed by YVONNE KELLY (831) Work performed by YVONNE KELLY (831) Installed 61 13 1 372 518 :BOB1MIRRSA-Fuse 1@2.45 REPLACED JUNCTION BOX FUSE F54 (20A) FOR 12V POWER SOCKET Sub Total: 2.45	PAID JAN 6 2017 BY: [REDACTED]	2.

#3 - 40BMZ11: BRAKES FLUID FLUSH PERFORM BRAKE FLUSH BMW BRAKE FLUSH Work performed by YVONNE KELLY (831) Installed 81 22 0 142 156 :BOB1MI-Brake fluid 2@4.63 PERFORMED BRAKE FLUSH Sub Total: 142.76		133. 9.

#4 - 03BMZAFR: REPLACE AIR FILTER CUSTOMER STATES REPLACE MIRCO FILTER Work performed by YVONNE KELLY (831) Installed 64 11 9 272 642 :B1RR-set, microfilter/a 1@122.46		17. 122.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	



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R/O Open Date	R/O Number
1/16/17	
R/O Close Date	Status
1/16/17	Pre-Invoice
Mileage In	Mileage Out
73014	73016
Service Advisor / Tag #	

CURTIS KRAUSS/W106*W*
 Vehicle Identification Number

WBAXG5C56DD

Delivery Date In-Service Date

10/31/12

Color License Number

Work Phone			
Home Phone			
Body		4DR SDN 528I RWD	
Year	Make	Model	
2013	BMW	5 SERIES	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
REPLACED MICROFILTER Sub Total: 140.26	

#5 - 51BMZ: *BODY ELECT DIAG CUSTOMER STATES THE POWER OUTLET IS INOP Work performed by YVONNE KELLY (831) SEE LINE 2 Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	151.00
PARTS	134.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	9.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	294.00

79.00



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H 109665
NA 79

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/14/17	
R/O Close Date	Status
3/14/17	Pre-Invoice
Mileage In	Mileage Out
75227	75228
Service Advisor / Tag #	
CURTIS KRAUSS/W017*W*	
Vehicle Identification Number	
WBAXG5C56DE	
Delivery Date	In-Service Date
	10/31/12
Color	License Number

[Redacted]
[Redacted]
GA

Work Phone
[Redacted]
Home Phone
[Redacted]
Body
4DR SDN 528I RWD

Year	Make	Model
2013	BMW	5 SERIES

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
----------------------------------	--------

#1 - 11BMZ: ENGINE MINOR DIAG
CUSTOMER STATES ABS LIGHT ON, HORN INOP, NO AC. P
LEASE ADVISE.
Caused by
READ FAULT MEMORY, FOUND FC 930904 DRIVERS AIRBAG
STAGE 1 RESISTANCE TOO HIGH, FC 93090A DRIVERS AIR
BAG STAGE 2 RESISTANCE TOO HIGH & FC 930910 DRIVER
AIRBAG VLAVE RESISTANCE TOO HIGH. FOUND SLIP RING
OF SZL MODULE FAILED
CUST DECLINED REPAIRS AT THIS TIME
1.0 DIAG

#2 * 95BMZ: RECALL/CAMPAIGN
ADDED OPERATION
B11 11 15
10011580300
Caused by
SERVICE ACTION DUE PER DCS
Installed 11 53 8 657 054 :B1-Thermostat Qty: 1
Installed 82 14 2 209 769 :B0B1MI-Antifreeze/Coola Qty: 2
PREFORMED SERVICE ACTION
DFC 00 11 58 03 00; 00 63 015 - 13 FRU

Warranty
Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

Repair Estimate

Service Advisor
Curtis Krauss (858)
ckrauss@critz.com

PREPARED FOR

Date 03/14/2017 01:45 PM
2013 BMW 5 SERIES
VIN WBAXG5C56DD
Mileage 75,227
RO#

Service Name	Price
[Primary]: 11BMZ - ENGINE MINOR DIAG	100.00
Diagnostic	100.00
Steering Angle Sensor: szl module	901.33
Programming - Replacement: programming after szl replacement	209.69
Brake Job (BMW) - Rear (Replace Pads and Rotors)	599.96
Printed on March 14, 2017	
Quote expires on April 13, 2017	

Subtotal 1977.71
Shop Charges 98.89
Tax 81.87
Total 2158.47



Critz BMW
7000 Abercorn Street,
Savannah GA

(912) 354-7000