



## SIB 65 15 13

2020-07-02

### Recall Campaign 13V-172: Passenger Front Air Bag Module

This Service Information Bulletin (Revision 6) replaces SI B65 15 13 **dated March 2020**.

#### What's New (Specific text highlighted):

- Parts Retention and Return updated
- Warranty Information updated

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.

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

## MODEL

E-Series	Model Description	Production Date
E46	3 Series Sedan	January 2002 to December 2002
E46	3 Series Coupe	February 2002 to December 2002
E46	3 Series Convertible	February 2002 to December 2002
E46	3 Series Sports Wagon	January 2002 to December 2002
E46	M3 Coupe	February 2002 to December 2002
E46	M3 Convertible	February 2002 to December 2002

## AFFECTED VEHICLES

This Recall Campaign involves E46 models which were produced from January (February for the Coupe and Convertible) 2002 to December 2002.

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) or with the Key Reader.

## SITUATION

This Recall involves the passenger's front air bag. Specifically, this air bag may have been produced with a deployment propellant that was not manufactured to the correct specification.

In a front-end collision **in which the deployment of the passenger's front air bag occurs as** needed, the air bag "housing" may rupture. If this were to occur, it could cause injury to the vehicle's occupants.

## OTHER AIR BAG-RELATED FAULTS AND REPAIRS

This Recall applies to an operational passenger's front air bag. The issue addressed will not cause an air bag (SRS) malfunction light to illuminate. It will also not prevent the system from deploying in a front-end collision.

However, a recalled vehicle can arrive at your center with an air bag malfunction light illuminated.

It is important to notify the customer that diagnosing other air bag-related system issues may be required and this diagnosis and corresponding repair work, **if needed, is not covered by this Recall**.

In this case, replacing the passenger's front air bag module will not correct the other fault code(s).

## CAUSE

This air bag may have been produced with a deployment propellant that was not manufactured to the correct specification.

## **CORRECTION**

Replace the passenger's front air bag module.

## **PROCEDURE**

**There is no part inspection procedure.** When this Recall shows open, and a claim for performing this Recall is not pending submission, perform the Recall repair.

### **NOTE:**

- The only parts allowed to be installed in this repair are the part numbers supplied in the PARTS INFORMATION section. Warranty will not pay for any other part numbers used.
- **The replacement air bag module's serial number (red circled below) must be documented on the repair order so it can also be entered into the claim's comment section.**



See Repair Instructions REP 72 12 000, "Remove and refit/replace the air bag unit" or follow the attached repair procedure.

**Warning!** Incorrect handling may result in triggering of the air bag module and thereby cause serious injury.

- Comply with **safety regulations** for handling components with gas generators
- Do not exert any force on the air bag module
- Use only specified tools for releasing the air bag module

## **PARTS INFORMATION**

The nuts and fasteners may already be in stock at your center, so please only order if needed.

**Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin.**

**Performing a part number look-up in ETK by VIN or model will result with the wrong part(s) being invoiced and installed.**

The claim processing will be delayed if any un-related extra parts are charged and claimed with this repair.

Part Number	Description	Quantity
72 12 6 998 949 (final remedy part)	Passenger's front air bag module	1
51 45 8 146 760	Fastening elements	1
07 11 9 905 374	Collar nut, self-locking (rounds to 10)	2

## **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 NA (BMW of North America).

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, a DCSnet part return tag will be generated for the driver's front air bag module with special handling instructions.

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

**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](mailto: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 has been changed from weekly to every two weeks (bi-weekly).

Any parts not received within the 60 day part submission timeline may be subject to a claim debit.

## **WARRANTY INFORMATION**

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

<b>Defect Code:</b>	<b>0072330100</b>	<b>E46 Replace front passenger airbag module</b>

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 1	00 61 067	Replace the front passenger's air bag module (includes disconnecting and connecting battery negative cable)	Refer to AIR

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 the claim comments (For example: B65 15 13 WP 1), unless otherwise required by State law.

Note: The serial number of the new air bag module must be entered as in the comment field of the warranty application. The claim will be rejected if the serial number is missing from the warranty claim.

### Mobile Assistance - Off Site Repair

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

Qualifying BMW centers are those that 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 and mobile assistance 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](mailto:roadside.assistance@bmwna.com).

Additional information can be found in the Mobile Assistance program guide in CenterNet which is located under the Customer Relations menu.

### Claim - Labor Reimbursement (Special Rate Applies)

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operation's published flat rate unit (FRU) allowance at a rate of 200 percent. This mobile assistance 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 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 of time (for example, on multiple calls), only one on/off punch time is required.

### Claim Submission

In addition to the Takata Air Bag Recall repair order line item, please open an additional line item as describe below:

<b>Defect Code:</b>	<b>85820269TK</b>	<b>Takata Recall - Mobile Assistance Off-Site Repair</b>
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Labor Operation	Description	Labor Allowance
65 99 000	Additional labor allowance to perform off-site repair through Mobile Assistance	# FRU

Claim the applicable special labor operation's stated FRU allowance in full a second time using the defect code and labor operation provided above.

**Notes:**

- Identify this line time as “Additional labor for a Mobile Assistance off-site repair.”
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code “65 99 000” is not considered a Main labor operation.

**Reimbursement of Prior Customer-Pay Repairs (TREAD Act)**

With this Technical Campaign, a prior repair reimbursement is not likely. 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.

**Supporting Materials**

[picture\\_as\\_pdf B651513 13V-172and14V-428\\_QA\\_final\\_26Oct2018.pdf](#)

[picture\\_as\\_pdf B651513 Customer Letter Final.pdf](#)

[picture\\_as\\_pdf B651513 Parts Bulk Ship Return.pdf](#)

[picture\\_as\\_pdf B65\\_15\\_13\\_Recall\\_Notice.pdf](#)

[picture\\_as\\_pdf B651513 Parts Return Program Instructions.pdf](#)

[picture\\_as\\_pdf B651513 Repair Instruction.pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: SI B65 15 13 "Recall Campaign 13V-172: Passenger-Side Front Airbag Module"

BMW has decided that a safety defect exists in certain E46 (3 Series) vehicles and has issued a recall to address the issue, effective May 3, 2013.

The defect involves the passenger-side front airbag module. In the event of a crash requiring deployment of the passenger-side front air bag, the inflator could rupture with metal fragments striking and potentially seriously injuring the front passenger or other occupants.

Owners have been notified by mail about the recall and have been instructed to bring their vehicles in for a free repair.

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

**Also, you should not sell, lease or delivery any Certified PreOwned 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.

**PROCEDURE**



**Note:**

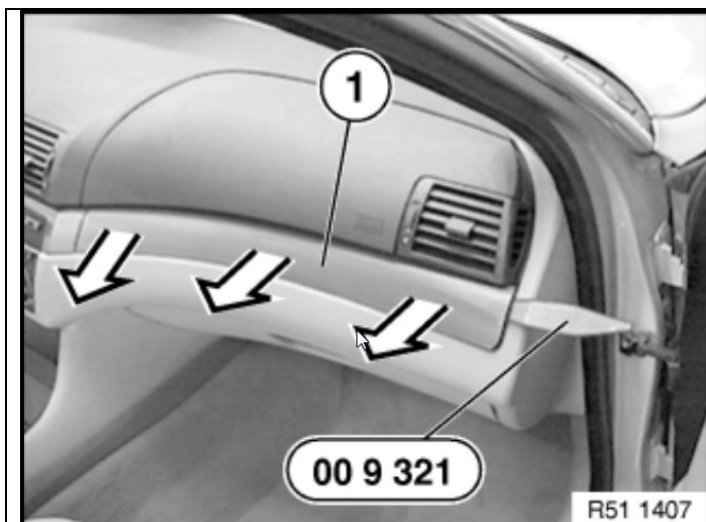
Make a note of the new airbag module serial number prior to installation. The serial number for the new airbag module must be entered in the comment box in the warranty application. Ensure that you enter the serial number without any blank spaces. Otherwise, it is not possible to uniquely assign the number.

**REP 72 12 000: Removing and replacing airbag module on passenger's side**

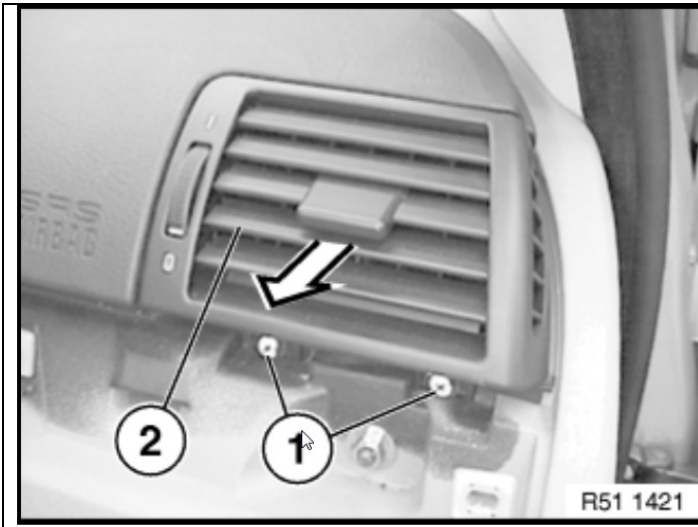
Warning!

**Necessary preliminary tasks:**

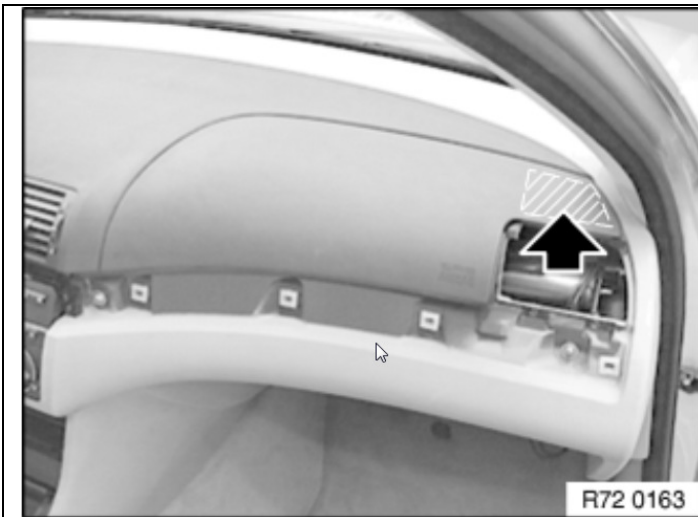
- We cannot rule out that the retaining straps of the airbag lid have been damaged by airbag deployment. Note before repair if there is any damage.
- We cannot guarantee correct function of the retaining straps when reusing a possibly damaged airbag lid. Inspect the lid before repair.



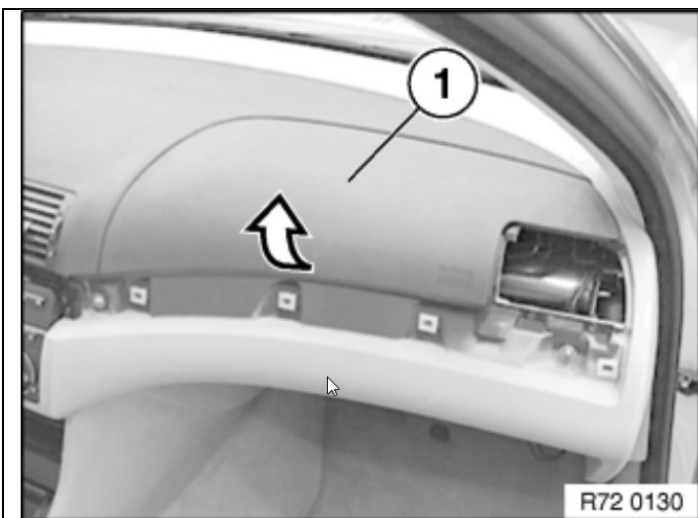
- Insert special tool 00 9 321 at the side and with the second special tool 00 9 321 next to the retaining pin.
- Unclip the decorative strip (1).



- Loosen the screws (1).
- Withdraw the fresh air grill (2) in the direction of the arrow.



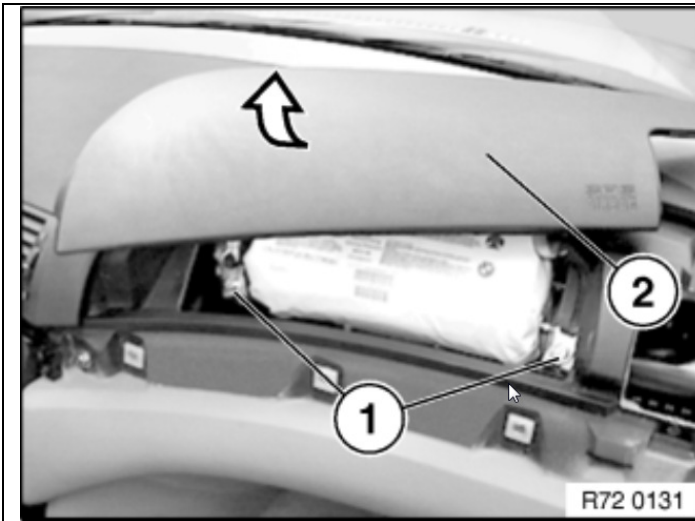
- Position of the retaining clip of the front passenger's airbag cover



- Lever out the front passenger's airbag cover (1).

**Note:**

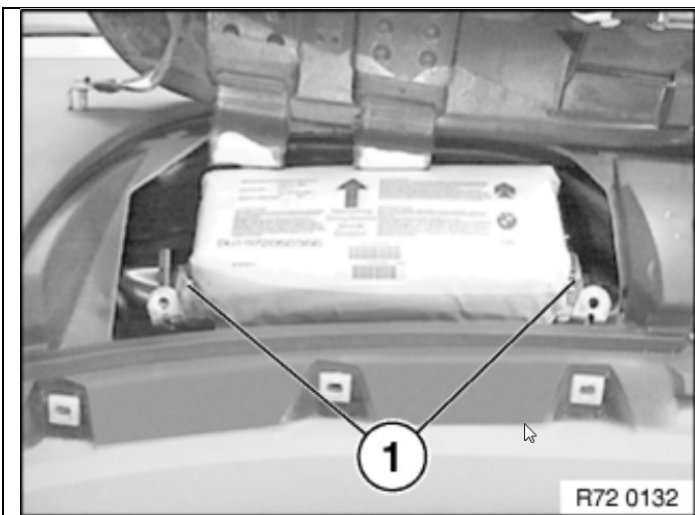
The retaining clip remains in the dashboard when removing the cover.



- Undo the screws (1) and place the front passenger's airbag cover (2) on top.

**Install**

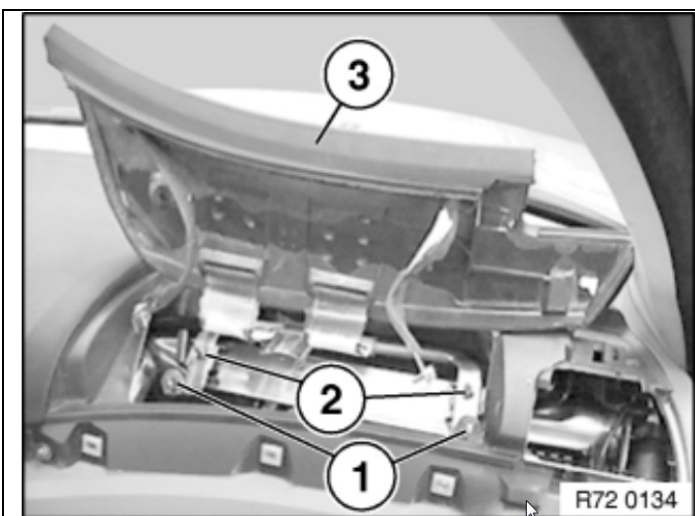
- Tightening torque for the retaining straps for the cover, passenger's airbag module on the instrument panel carrier: 9 Nm

**Main work:**

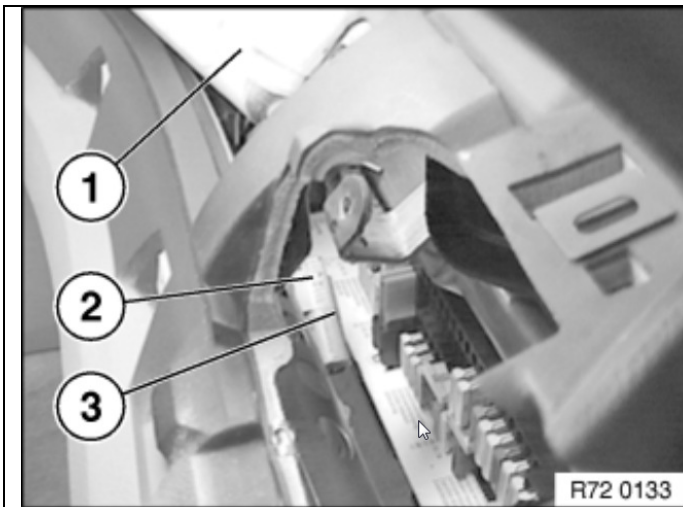
- Undo the screws (1) at the front passenger's airbag module.

**Install**

- Tightening torque for the passenger's airbag module on the instrument panel carrier: M8 nut, 22 Nm



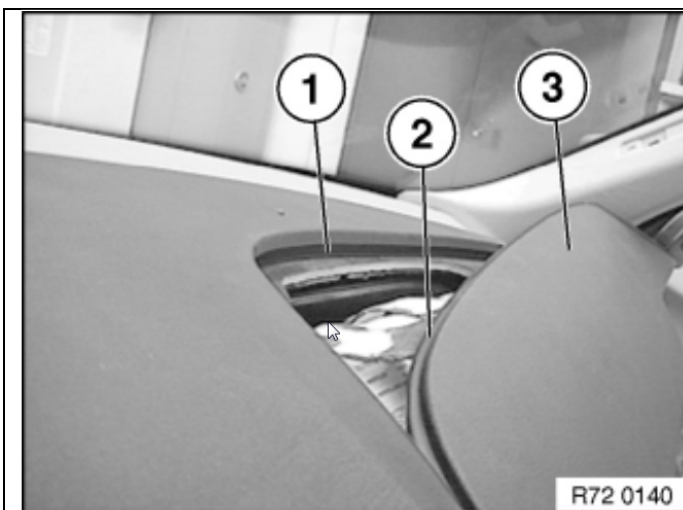
- Pull off the retaining tube (1) from the stud bolt (2) and completely remove the cover (3).
- Remove and replace the passenger's side airbag module.

**Note:**

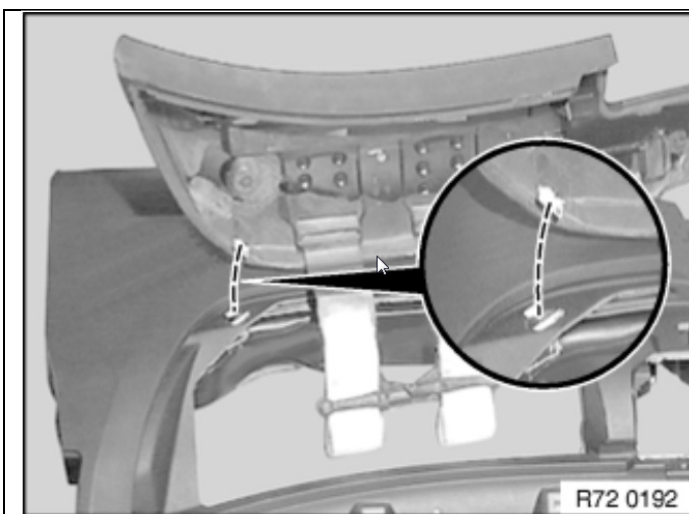
Do not tension the cable when removing the front passenger's airbag module (1)!

When lift front passenger's airbag module (1) and move sideways:

- Open the lock by pressing on the tab (2).
- Disconnect the plug connection (3).
- Remove the front passenger's airbag module (1).

**Follow up work:****Installation note:**

The front passenger's airbag cover (3) must engage into the all-round groove (1) of the dashboard with the lug (2).

**Installation note:**

The additional retaining lug at the front passenger's airbag cover must engage in the retaining clip of the dashboard trim panel.

**Final work after installing the new module:**

- Reinstall the wood trim.
- Reconnect the battery.
- Check faults and the airbag light.

**Passenger's Front Air bag Module**  
**Model Year 2000-2006 BMW 3 Series (E46, including M3)**  
**Safety Recall 13V-172 and 14V-172**  
*Last updated: 10/26/2018*

**Q1. Which models are included in these Safety Recall Campaigns?**

Included are approximately 617,139 vehicles, with approximate volumes and production dates as noted below.

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
E46	3 Series Sedan, Coupe, Convertible, Sport Wagon (incl. M)	2000 – 2006	617,139	June 2000 – Aug 2006

**Q2. Which inflator is affected?**

This recall campaign involves the Takata PSPI inflator.

**Q3. What is the fix?**

The passenger's front air bag module will be replaced with a final remedy part. Customers with affected vehicles should make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).

**Q4. How long will the repair take?**

This repair may take approximately one hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed for **free** by your authorized BMW center.

**Q5. What options are available if it is difficult for me to bring my vehicle to a BMW center for service?**

There are a few options to help overcome the inconvenience of bringing your vehicle in for service like mobile repair, alternate transportation, pickup/drop-off, dealer events and towing. Contact your local BMW center to check what is available.

**Q6. How will I be notified?**

Customers with affected vehicles will be notified via letter. If your vehicle is affected, you should make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).

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 of charge, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

**Q7. How can I find out if my BMW is included in this recall or other recalls?** You can check for open recalls a few different ways. The first option is to enter your vehicle identification number (VIN) at [www.bmwusa.com/recall](http://www.bmwusa.com/recall). Here you can also download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department. They can look up your VIN in our systems to determine if your BMW is affected.

**Passenger's Front Air bag Module**  
**Model Year 2000-2006 BMW 3 Series (E46, including M3)**  
**Safety Recall 13V-172 and 14V-172**  
*Last updated: 10/26/2018*

**General Takata Questions**

- Q1. 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.
- Q2. What is desiccant?**  
Put simply, desiccant is a substance with properties that enable it to soak up water vapor from the air surrounding it.
- Q3. Why are other BMW models not included?**  
Other vehicles have frontal air bags that were produced with different inflators.
- Q4. What can happen as a result of this issue?**  
In a crash where air bag deploys, the air bag inflator housing may explode, causing, metal pieces to pass through the air bag cushion material. This may result in injury or death to vehicle occupants.
- Q5. 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 exploding upon deployment in an accident.
- Q6. How did BMW become aware of this issue?**  
BMW became aware of this issue from Takata (the air bag module supplier) and NHTSA.
- Q7. Can I continue to drive my vehicle?**  
Yes. However, you should have this service performed by an authorized BMW center, as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q8. What if I am not the current owner of this vehicle?**  
You can update your vehicle ownership information by registering at <http://www.bmwusa.com/myBMW>.
- Q9. Which states are considered to be high absolute humidity areas?**  
Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands.
- Q10. Will my BMW center deactivate my frontal air bag until it is replaced?**  
No.
- Q11. Am I eligible for reimbursement under the TREAD Act if I previously replaced my passenger's front air bag module?**  
In this particular recall, reimbursement is likely not applicable, as you would typically have replaced your frontal air bag module as a result of an accident. In that situation, most likely your insurance company paid for the repair. However, in the very unusual (unlikely) scenario that you previously paid to replace the front air bag module "out-of-pocket" upon learning of this possible defect, you may be eligible for reimbursement. Additional information will be provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

**August 2013**

**Recall Campaign No. 13V-172: Passenger Frontal Air Bag System**

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2002-2003 3 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

**IMPORTANT NOTICE**

Please note that we had informed you of this matter by letter in early July, and indicated that the necessary parts for your vehicle were not yet available. In our July letter, we stated that we would inform you when parts were available, and to schedule a visit with your authorized BMW center at that time. With this letter, we are pleased to inform you that the necessary parts are now available, and we encourage you to schedule an appointment with your authorized BMW center as soon as possible.

**DESCRIPTION OF PROBLEM**

BMW's air bag supplier informed us that the passenger frontal air bag system may have been manufactured with propellant that was not produced to specification. As a result, in the event of a crash necessitating deployment of the passenger's frontal air bag, the inflator could rupture, with metal fragments striking and potentially injuring the occupants in affected vehicles. In rare cases, a fire could start.

**PLEASE NOTE:** If the front passenger seat is not occupied, the airbag on the front passenger side will not deploy in the case of a crash.

**DESCRIPTION OF REPAIR**

The passenger frontal air bag system will be replaced.

The actual repair will require approximately one hour; however, additional time may be required, depending on the BMW center's schedule. This work will be performed free of charge by your authorized BMW center.

## **PRECAUTIONS FOR YOUR SAFETY**

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

## **OTHER INFORMATION**

**Should you need BMW Roadside Assistance, they can be contacted at 1-800-332-4269.**

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed postage-paid card.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this campaign, please contact your authorized BMW center.**

Again, we sincerely apologize for any inconvenience this may cause you.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, please contact BMW Customer Relations and Services via email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com) or by calling 1-800-525-7417.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590; call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

*BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.*

Sincerely yours,

BMW OF NORTH AMERICA, LLC

# BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

**NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.**

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : [SCTakataRestrains\\_International@xpo.com](mailto:SCTakataRestrains_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words "Restrains" and "International".
  - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039.

## 1. Contact Takata:

**UPDATE!**

Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.

- o **Email:** [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)
- o **Phone:** 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
  - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
  - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the

## 2. Stacking:

Place the recall airbag components neatly on a pallet, and securely shrink-wrap them to the pallet.

**Note:** The total height of the pallet and boxes cannot exceed 60 inches.



## 3. Labeling:

Securely attach the following labels on each side of the shrink-wrapped pallet.

- o Class 9 Label
- o UN3268 Safety Device \*
- o OVERPACK USED \*

\*You can print these labels on letter size white paper, using Microsoft Word.



## 4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)

Defect Code: 00 72 33 01 00

Safety Device Return Procedure for Airbag Recall

# **\*\*ATTENTION\*\***

**DO NOT USE THE "1.4 LABEL" AND DO NOT FOLLOW ANY INSTRUCTIONS FOUND INSIDE THE REPLACEMENT AIRBAG MODULE'S BOX.**

**DISREGARD THOSE INSTRUCTIONS AND DO NOT RELABEL THE ORIGINAL BOX THAT WILL NOW BE USED FOR RETURNING THE RECALLED AIRBAG.**

## **IMPORTANT**

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation ("DOT") will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer's (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

**CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION**

As the shipper, you are responsible for proper packing and document completion. The person packaging the module must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

**IMPORTANT:** Do not deploy the safety device. The person packing the used safety device must read and follow the provided instructions.

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
  - Email: [scfieldaction.14305@xpo.com](mailto:scfieldaction.14305@xpo.com)
  - Phone: 210-250-5079

**NOTE:** Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact: [SCTakataRestraints\\_International@xpo.com](mailto:SCTakataRestraints_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words "Restraints" and "International".
  - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)