



SIB 65 17 14

2019-10-25

## RECALL CAMPAIGN 14V-428: REPLACE PASSENGER'S FRONT AIR BAG MODULE:

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 (Revision 5) supersedes SI B65 17 14 dated December 2018.

### **Whats New** (Specific text highlighted):

- Parts Retention Section - Email Address for returns

### **MODEL**

E-Series	Model Description	Production Date
E46	3 Series, incl. M models	June 2000 to August 2006

### **AFFECTED VEHICLES**

This Recall Campaign involves E46 (3 Series) Model Years from 2000 to 2006.

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

### **SITUATION**

BMW has become aware that there may potentially be further issues involving the passenger's front air bag module in E46 (3 Series) vehicles, including M3 models. BMW has decided to expand the 2013 Recall Campaign 13V-172 to cover Model Year 2000-2006 BMW 3 Series vehicles including M3 models.

### **CAUSE**

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture.

### **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.

- The only parts allowed to be installed in this repair are the part numbers supplied in the PARTS INFORMATION section.
- **The replacement air bag module's serial number must be documented on the repair order so it can also be entered into the claim's comment section.**

**Please make sure to document the serial number (circled) before installation.**



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**

**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	Retaining element	1
07 11 9 905 374	M8 self-locking collar nut	2

The nuts and fasteners may already be in stock at your center, so please only include these parts in your order when they are needed.

## **PARTS RETENTION AND RETURN**

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

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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 passenger's front air bag module with special handling instructions.

- Please DO NOT return these recalled air bag modules directly to Lightning Resources or the WPRC.

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

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

A shipping procedure has been created for returning the replaced air bag modules directly to Takata. There is also a procedure available for "Bulk Shipping 15 or more air bag modules" at one time to Takata.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them. Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

Scfieldaction.14305@xpo.com

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly).

## **WARRANTY INFORMATION**

**The replacement air bag module's serial number, which must be documented on the repair order, must also be entered into the claim's comment section.**

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

<b>Special defect code</b>	<b>0072410100</b>	
<b>Labor Operations:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 62 166	Refer to KSD2	Replace the passenger's front air bag module (Main work)

The labor operation code 00 62 166 is a Main labor operation.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance.

### **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 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, it is located under the Customer Relations menu.

### Claim - Labor Reimbursement

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 KSD2 flat rate unit (FRU) allowance at a of "rate of 150 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>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
65 99 000	# FRU*	Additional labor allowance to perform "off-site" repair through Mobile Assistance

### \*Labor Calculation Example

If the special flat rate labor for the Takata Air Bag Recall has a stated allowance of 6 FRU, applying the "rate of 150 percent," this repair will be reimbursed at a total of 9 FRU as a Mobile Assistance off-site repair:

- Claim the additional "3 FRU" or the "applicable additional FRU amount" using the defect code and labor operation provided above.

### Notes:

- Round up "half" flat rate units when applicable.
- 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 B651714 Cust.Letter.pdf](#)

[picture\\_as\\_pdf B651714 Parts\\_Return\\_Program\\_Instructions.pdf](#)

[picture\\_as\\_pdf B651714 Parts\\_Bulk\\_Ship\\_Return.pdf](#)

[picture\\_as\\_pdf B651714 Repair\\_Instruction.pdf](#)

[picture\\_as\\_pdf B651714 13V-172and14V-428\\_QA\\_final\\_26Oct2018.pdf](#)

**Passenger's Front Air bag Module**  
**Model Year 2000-2006 BMW 3 Series (E46, including**  
**M3) Safety Recall 13V-172 and 14V-428**  
*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.

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, [INSERT VIN]

May 2015

### **Recall Campaign No. 14V-428: Front Passenger Air Bag**

Dear BMW Owner / Lessee:

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 2000 to 2006 BMW 3 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

### **IMPORTANT NOTICE**

In our September 2014 letter, we informed you of this recall, and stated that parts for your vehicle were not available. We also stated that we would inform you when parts were available, and to schedule a visit with your authorized BMW center at that time. We are pleased to inform you that parts are now available, and we encourage you to schedule an appointment with your authorized BMW center as soon as possible.

### **DESCRIPTION OF PROBLEM**

Our air bag supplier has advised BMW that in the event of a crash necessitating deployment of the front passenger's air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking and potentially seriously injuring the front passenger or other passengers.

Please note that, as an intended design feature, if the front passenger seat is not occupied, the front passenger air bag will not deploy in a crash.

### **PRECAUTIONS FOR YOUR SAFETY**

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO SCHEDULE AN APPOINTMENT TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE. You can locate your nearest BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).**
- 2. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

**DESCRIPTION OF REPAIR**

The front passenger air bag will be replaced.

This free repair will require approximately three hours; however additional time may be required depending on your authorized BMW center's schedule.

**OTHER INFORMATION**

If you are no longer the vehicle owner/lessee, we request that you provide us with the name and address of the new owner/lessee using the enclosed postage-paid card so that we can contact the new owner/lessee regarding this recall. 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 (not due to an accident), please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this recall, please contact your authorized BMW center.** Should you need additional assistance, you may contact BMW Customer Relations and Services via Email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com) or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday. We appreciate your confidence in our product, and we wish to do everything we can to retain it.

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>.

We sincerely apologize for any inconvenience this issue may cause, however be assured that BMW is concerned about your safety and security.

Thank you in advance for your prompt response in completing this important recall.

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

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:

- 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 41 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.

## SI B65 17 14 - Recall Campaign 14V-428: Passenger's Air Bag Module

### 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.

- **UPDATE!** 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:

- **UPDATE!** Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- **UPDATE!** 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.
- **UPDATE!** 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)

**PROCEDURE**



**Note:**

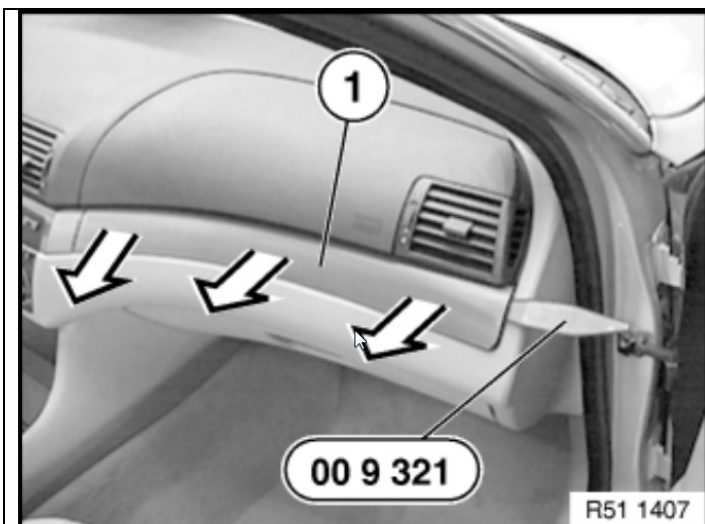
Make a note of the new airbag module serial number prior to installation. The serial number for the new airbag module must be entered in the comment box in the warranty application. Ensure that you enter the serial number without any blank spaces. Otherwise, it is not possible to uniquely assign the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

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

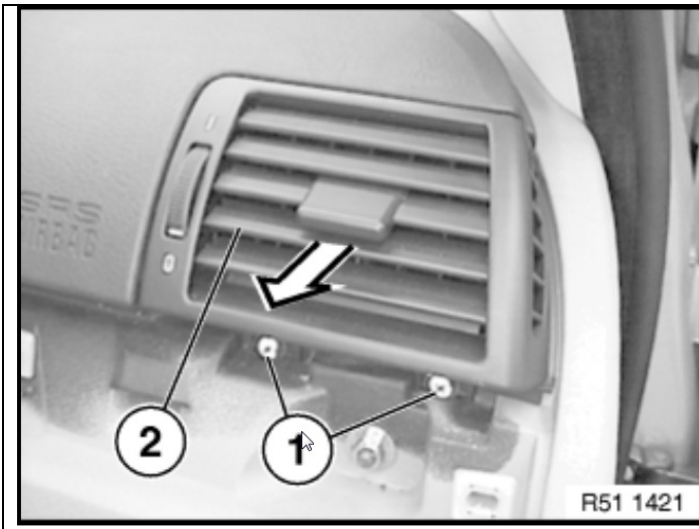
Warning!

**Necessary preliminary tasks:**

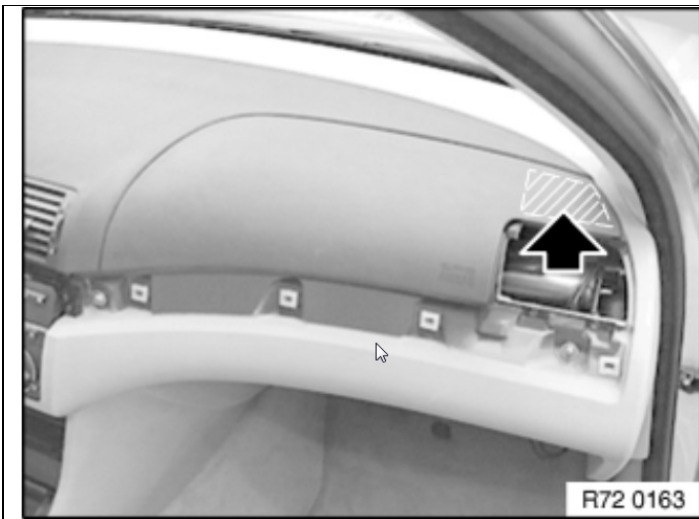
- We cannot rule out that the retaining straps of the airbag lid have been damaged by airbag deployment. Note before repair if there is any damage.
- We cannot guarantee correct function of the retaining straps when reusing a possibly damaged airbag lid. Inspect the lid before repair.



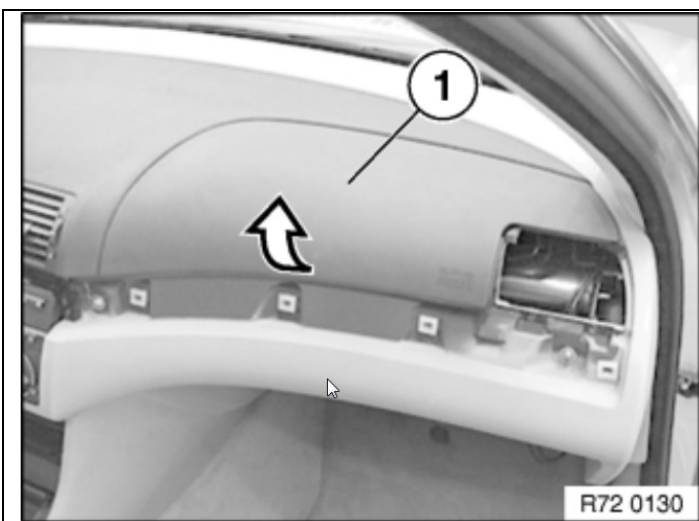
- Insert special tool 00 9 321 at the side and with the second special tool 00 9 321 next to the retaining pin.
- Unclip the decorative strip (1).



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



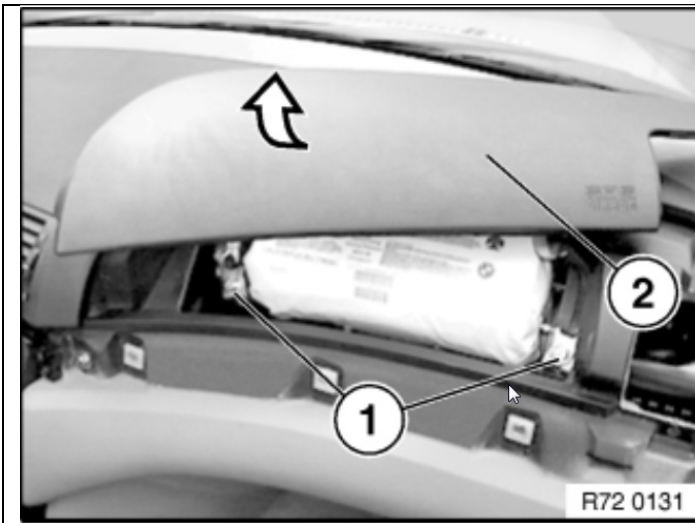
- Position of the retaining clip of the front passenger's airbag cover



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

**Note:**

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

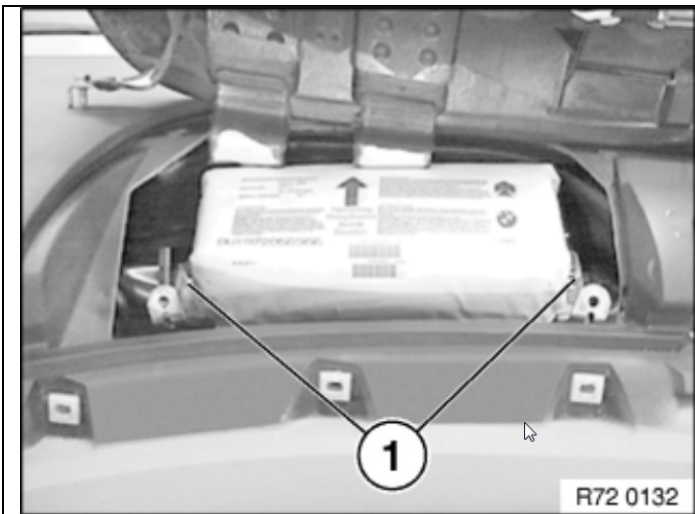


- Undo the screws (1) and place the front passenger's airbag cover (2) on top.

#### Install

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

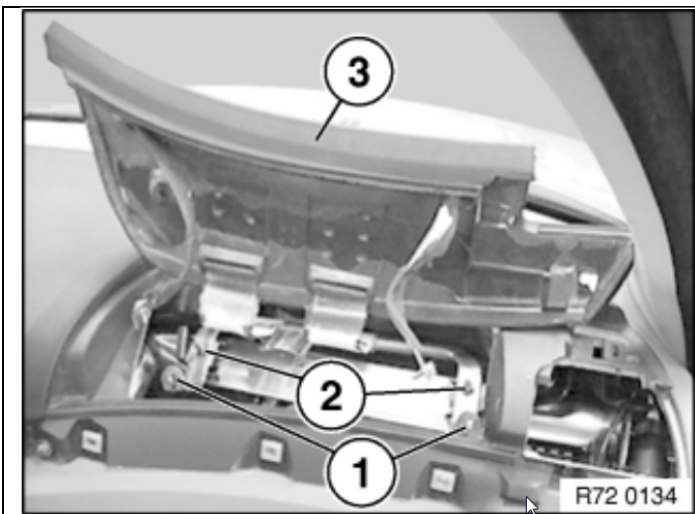
#### Main work:



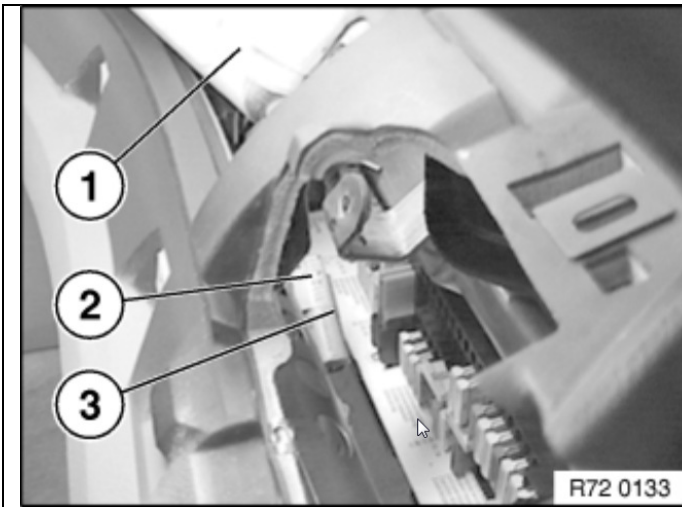
- Undo the screws (1) at the front passenger's airbag module.

#### Install

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



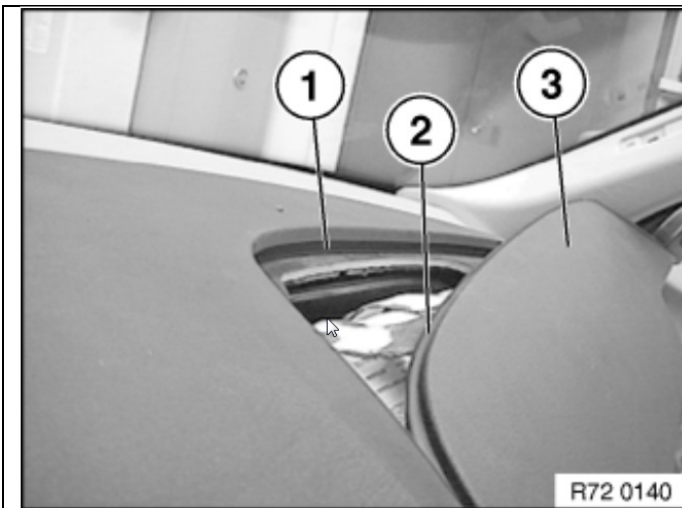
- Pull off the retaining tube (1) from the stud bolt (2) and completely remove the cover (3).
- Remove and replace the passenger's side airbag module.

**Note:**

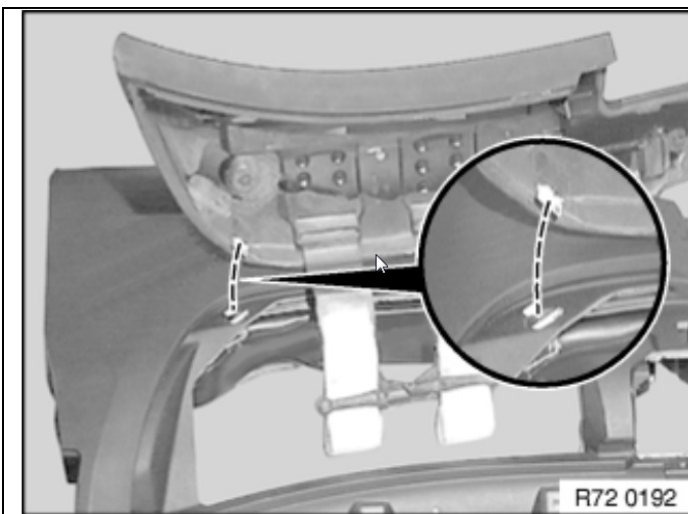
Do not tension the cable when removing the front passenger's airbag module (1)!

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.