



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

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 17 14 dated **March 2017**.

Whats New:

- Part numbers from ETK are not correct for this repair
- Updated Q&A attached
- This Takata Air Bag Recall repair is now eligible to be performed as Mobile Assistance Program repair by those centers that qualify and as outlined below.

MODEL

E46 (3 Series)			
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Model Year from 2000 to 2006

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. As a cautionary measure, BMW has decided to expand the 2013 Recall Campaign 13V-172 to cover Model Year 2000-2006 BMW 3 Series vehicles including M3 models

The Q&A press release and customer letter are attached to this SIB.

OTHER AIRBAG-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).

AFFECTED VEHICLES

This Recall Campaign involves E46 (3 Series) Model Years from 2000 to 2006, identified only by DCS and customer letter.

Due to adequate parts supply to support replacement of the customer's passenger front air bag, we mailed the final letter to customer's nationwide back in 2015, informing them to visit a center and have the repair performed.

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.

CAUSE

After long-term exposure in areas with a high level of humidity, moisture may enter the housing of the gas generator on the passenger's front air bag. In the event of a crash necessitating deployment of the front passenger's air bag, the moisture may create excessive internal pressure, possibly causing rupture of the air bag inflator and resulting in metal fragments striking and injuring the front passenger or other passengers.

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. Warranty will not pay for any other part numbers used.
- **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 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 airbag module.
- Use only specified tools for releasing the airbag module.

PARTS INFORMATION

Make sure you only order parts for those customers that have appointments.

The ordered air bag modules are non-returnable.

The "recalled part(s)" cannot be used for resale!

The warranty claim will be delayed if any extra parts are charged.

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

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

Part number	Description	Quantity
72 12 9 330 942	Passenger's front air bag module	1

OR		
72 12 9 384 807	Passenger's front air bag module	1
OR		
72 12 9 394 543	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 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.

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 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:

SCTakataRestraints_International@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:

Special Defect Code	00 72 41 01 00	
Labor Operations:	Labor Allowance:	Description:
00 62 166	Refer to KSD2	Replace the passenger's front airbag 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.

UPDATE ! **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.

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

UPDATE ! **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.

UPDATE ! **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.

UPDATE ! **Claim Submission**

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

Defect Code:	85820269TK	Takata Recall - Mobile Assistance Off-Site Repair
Labor Operation:	Labor Allowance:	Description:
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.

ADDITIONAL INFORMATION

PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

BMW centers must ensure Recalls are completed after having been notified by BMW of North America, LLC (BMWNA) that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the center’s possession at the time of notification. In BMW NA’s case, this notification would typically be made by the issuance of a Recall notification in the form of a Service Information bulletin (SIB) or transmission of a Dealer Communication System (DCS) Recall message.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a Recall campaign is announced by BMW NA, centers must ensure that all Recalls on new vehicles and new items of replacement equipment are completed BEFORE delivery to the consumer. This means that centers may not legally deliver new motor vehicles or new items of replacement equipment to consumers with an open Recall.

The Safety Act also prohibits centers from selling or leasing the motor vehicle or item of replacement equipment, unless and until the open Recall has been completed BEFORE delivery. This also pertains to vehicles in the Certified Pre-Owned program, and to items of replacement equipment.

Finally, BMW centers should not sell or use parts that have been recalled by BMW NA. Please follow the specific instructions provided by BMW NA on the return or disposition of the parts.

Friday, July 21, 2017

ATTACHMENTS

View PDF attachment [B651714 Cust.Letter.](#)

View PDF attachment [B651714 14V-428 QA 28June2017.](#)

View PDF attachment [B651714 Parts Return Program Instructions.](#)

View PDF attachment [B651714 Repair Instruction.](#)

View PDF attachment [B651714 Press Release.](#)

View PDF attachment [B651714 Repair Instruction.](#)

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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.**
- 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 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

**Model Year 2000-2006 BMW 3 Series (E46)
 Passenger's Front Air bag Module
 Safety Recall 14V-428
 Last updated: 06/28/2017**

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

Included are approximately 574,000 vehicles, with approximate volumes and production dates as noted below.

Series	Model	Model Year	Approx. Volume	Production Dates
E46	3 Series Sedan, Coupe, Convertible, Sport Wagon (incl. M)	2000 – 2006	573,936	Jun 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.

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 **free of charge** by your authorized BMW center.

Q5. When are the repair parts expected to be available?

At this time, interim parts are available. You may contact your BMW center to schedule an appointment. You can locate your nearest BMW center at www.bmwusa.com/dealers.

Q6. Will BMW give me a loaner vehicle until a repair part is available?

If you request a loaner vehicle and replacement parts are not available, BMW has authorized its Centers to assist customers with their alternate transportation needs.

Q7. If I receive an interim air bag, do I need to have it replaced again?

Yes. All vehicles that receive an interim air bag must still have the final replacement part installed. The priority for these replacements will be determined by NHTSA. The final replacement will also be at no cost to the customer.

Q8. I had my passenger front air bag replaced already and I thought it was a final repair, why is it now interim?

Due to the decision in May 2016 by NHTSA to recall all non-desiccated frontal Takata phase stabilized ammonium nitrate, the vehicles that had a prior replacement will need to have the inflator replaced again.

Q9. How will I be notified when the final replacement for my vehicle is available?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Customers with affected vehicles will be notified via letter when the final replacement air bags become available. The final replacement parts are based on a priority schedule dictated by NHTSA. The highest risk registered vehicles, i.e., oldest models in highest absolute humidity areas (e.g., USA Gulf states) are given priority. As parts supply increases, all owners of affected vehicles will be notified by letter. When you receive the final letter, you should to make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at 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.

Q10. Is the driver's front air bag in my vehicle affected by a recall?

You can check for open recalls a few different ways. You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall. Here you can also download a sample owner notification

Model Year 2000-2006 BMW 3 Series (E46)
Passenger's Front Air bag Module
Safety Recall 14V-428
Last updated: 06/28/2017

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.

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 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.

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 rupturing 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. Vehicles equipped with air bags, 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.

Q8. I did not receive a letter from BMW regarding my vehicle. How can I find out if my BMW is included in this recall?

You can check for open recalls a few different ways. You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall and 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 to determine if your BMW is affected. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

Q9. What if I am not the current owner of this vehicle?

You can update your vehicle ownership or contact information by registering at <http://www.bmwusa.com/myBMW>.

Q10. 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.

Model Year 2000-2006 BMW 3 Series (E46)
Passenger's Front Air bag Module
Safety Recall 14V-428
Last updated: 06/28/2017

Q11. Will my BMW center deactivate my frontal air bag until it is replaced?

No, NHTSA estimates that frontal air bags saved 2,400 lives in 2014 alone. It is far more likely that if you are involved in a crash that your air bag will perform properly and protect you than it will rupture and cause harm.

Q12. 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.

Q13. I'm not the first owner of this vehicle and am concerned it may have been kept in a high humidity state. What can you tell me?

Any vehicle that was ever registered in hot and humid area as defined by NHTSA is given priority on the list of customers being notified about this recall.

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

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
 - 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
- **UPDATE!** Dealers in the Hawaiian Islands, please contact: 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
 - 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



For Release: July 16, 2014 – 7:00am EDT/4:00am PDT

Contact: Matt Russell
BMW Product and Technology Communications Manager
201-307-3783 / Matthew.Russell@bmwna.com

David J. Buchko
Advanced Powertrain and Heritage Communications
201-307-3709 / Dave.Buchko@bmwna.com

Julian Arguelles
BMW Product and Technology Communications
201-307-3755 / Julian.JA.Arguelles@bmwna.com

As a Precaution, BMW to Replace Passenger-side Front Airbags in Model Year 2000-06 3 Series Vehicles.

Woodcliff Lake, N.J. – July 16, 2014 – 7:00am EDT/4:00am PDT ... BMW announced today that it has informed the National Highway Traffic Safety Administration (NHTSA) of the company's intent to voluntarily recall all model year 2000 – 2006 BMW 3 Series vehicles, produced between May 1999 and August 2006, to replace the passenger-side front airbag as part of a worldwide recall. Potential problems with the airbag inflator which may rupture in vehicles produced by other manufacturers using similar systems from the same supplier have become evident in rare cases. BMW is not aware of a case involving a BMW vehicle. The replacement campaign is a voluntary precautionary measure that aims at minimizing the risk of faulty airbag activation. The number of potentially affected vehicles in the US is approximately 574,000.

This is a voluntary extension of the recall campaign announced in May 2013. At that time, the supplier stated a production period during which potentially faulty airbag inflators were installed in passenger-side front airbags. Following this, BMW recalled 42,000 3 Series vehicles in the US. The supplier has now extended the production period.

In order to ensure maximum safety of our customers, BMW has decided to replace the passenger-side front airbags in the vehicles from the suggested production period, and additionally as a voluntary precautionary measure, the passenger-side front airbags in all model year 2000 – 2006 BMW 3 Series vehicles equipped with this airbag module. The 42,000 units recalled in May 2013 are excluded from the current replacement campaign.

BMW will notify customers with potentially affected vehicles will be informed by mail. Customers with questions should contact BMW Customer Relations at 1-800-525-7417 or email customer.relations@bmwna.com.

BMW Group In America

BMW of North America, LLC has been present in the United States since 1975. Rolls-Royce Motor Cars NA, LLC began distributing vehicles in 2003. The BMW Group in the United States has grown to include marketing, sales, and financial service organizations for the BMW brand of motor vehicles, including motorcycles, the MINI brand, and the Rolls-Royce brand of Motor Cars; DesignworksUSA, a strategic design consultancy in California; a technology office in Silicon Valley and various other operations throughout the country. BMW Manufacturing Co., LLC in South Carolina is part of BMW Group's global manufacturing network and is the exclusive manufacturing plant for all X5 and X3 Sports Activity Vehicles and X6 and X4 Sports Activity Coupes. The BMW Group sales organization is represented in the U.S. through networks of 339 BMW passenger car and BMW Sports Activity Vehicle centers, 139 BMW motorcycle retailers, 120 MINI passenger car dealers, and 35 Rolls-Royce Motor Car dealers. BMW (US) Holding Corp., the BMW Group's sales headquarters for North America, is located in Woodcliff Lake, New Jersey.

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Information about BMW Group products is available to consumers via the Internet at: www.bmwgroupna.com

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Journalist note: Information about BMW Group and its products in the USA is available to journalists on-line at www.bmwgroupusanews.com and www.press.bmwna.com.

#

PROCEDURE



Note:

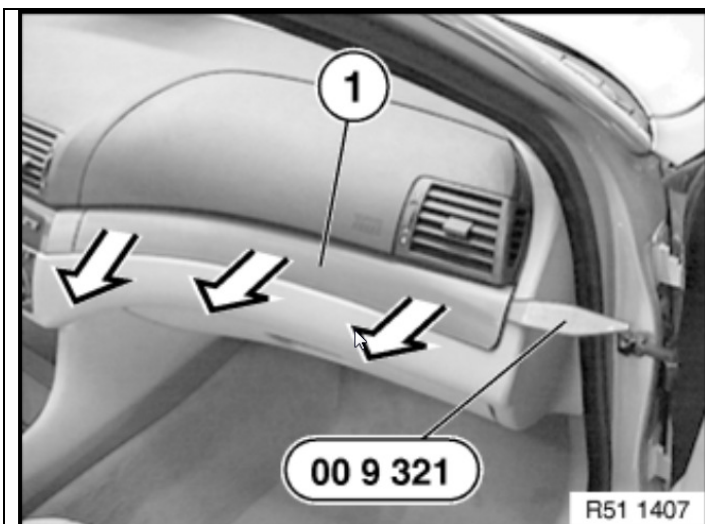
Make a note of the new airbag module serial number prior to installation. The serial number for the new airbag module must be entered in the comment box in the warranty application. Ensure that you enter the serial number without any blank spaces. Otherwise, it is not possible to uniquely assign the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

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

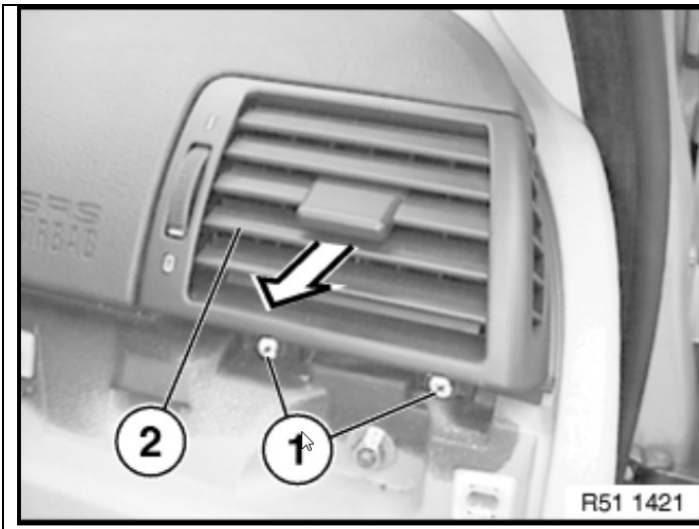
Warning!

Necessary preliminary tasks:

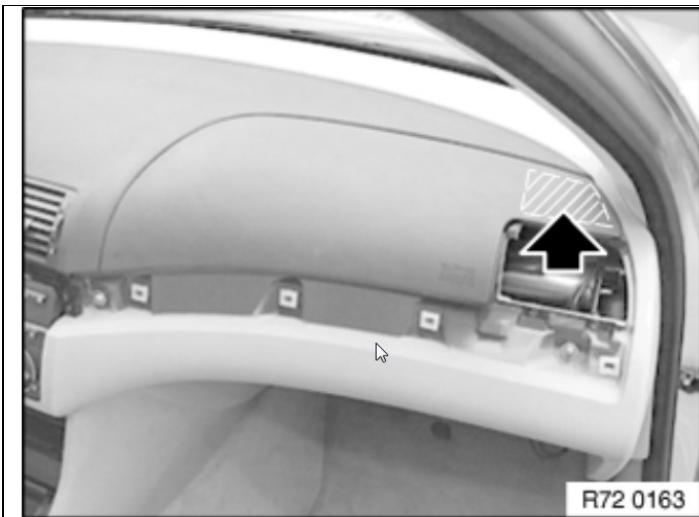
- We cannot rule out that the retaining straps of the airbag lid have been damaged by airbag deployment. Note before repair if there is any damage.
- We cannot guarantee correct function of the retaining straps when reusing a possibly damaged airbag lid. Inspect the lid before repair.



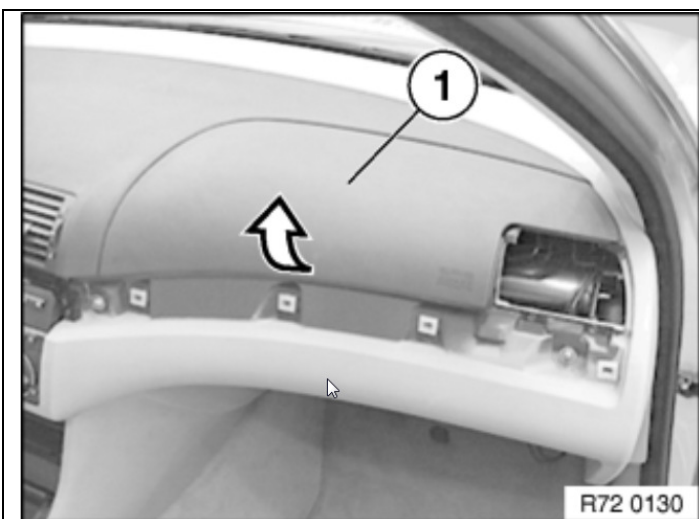
- Insert special tool 00 9 321 at the side and with the second special tool 00 9 321 next to the retaining pin.
- Unclip the decorative strip (1).



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



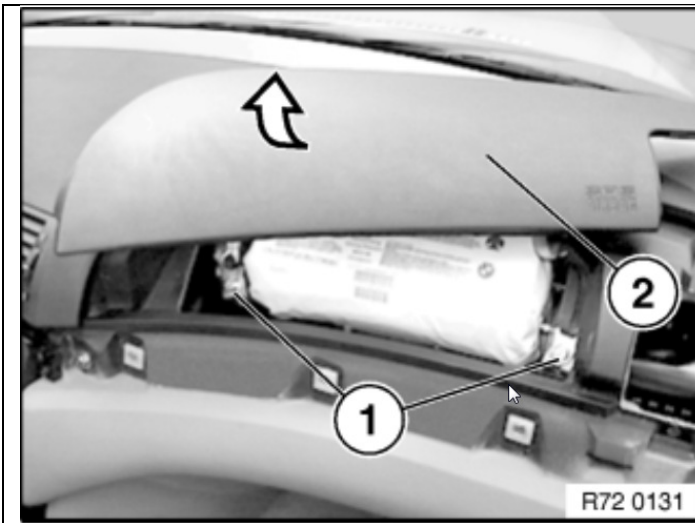
- Position of the retaining clip of the front passenger's airbag cover



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

Note:

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

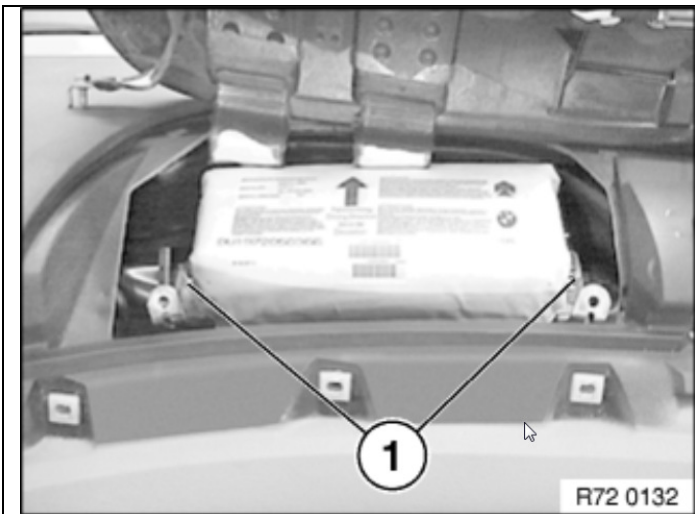


- Undo the screws (1) and place the front passenger's airbag cover (2) on top.

Install

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

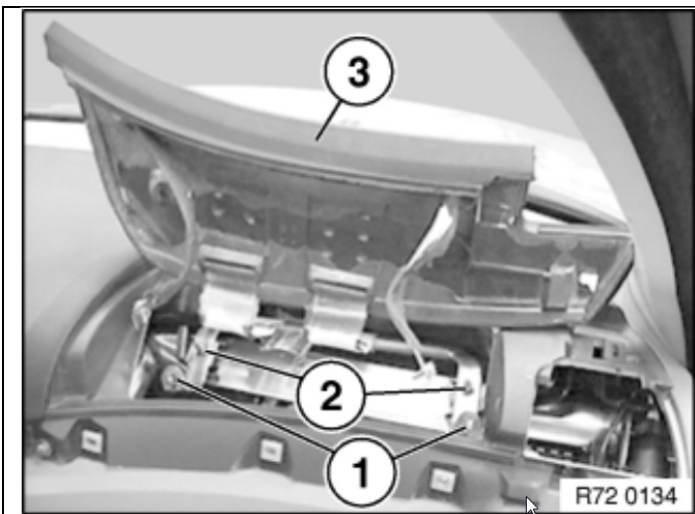
Main work:



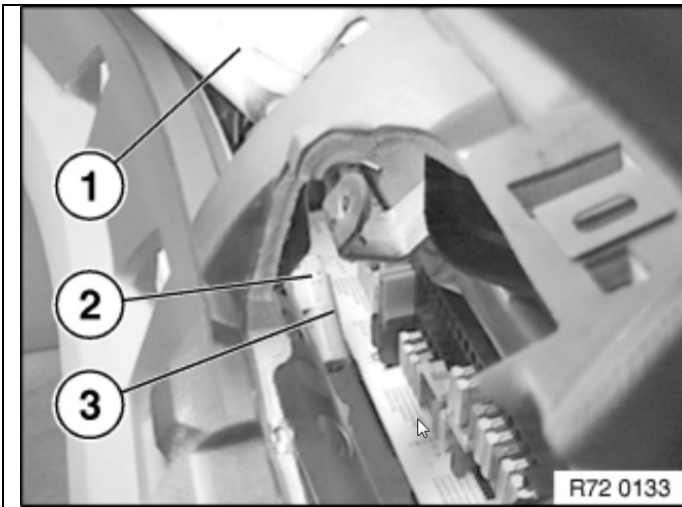
- Undo the screws (1) at the front passenger's airbag module.

Install

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



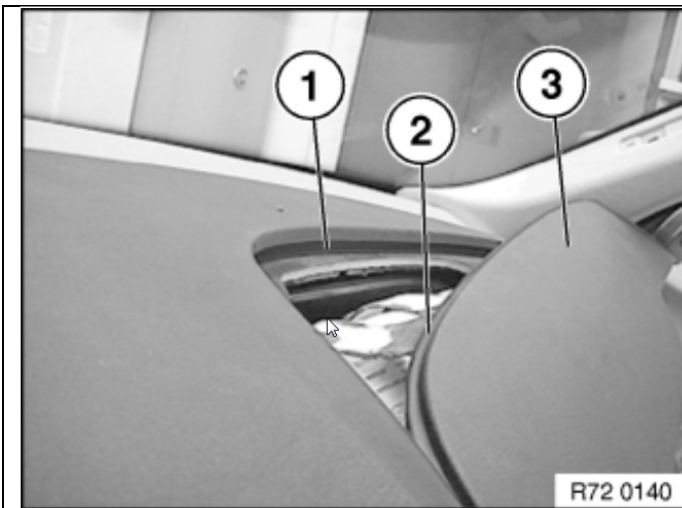
- Pull off the retaining tube (1) from the stud bolt (2) and completely remove the cover (3).
- Remove and replace the passenger's side airbag module.

**Note:**

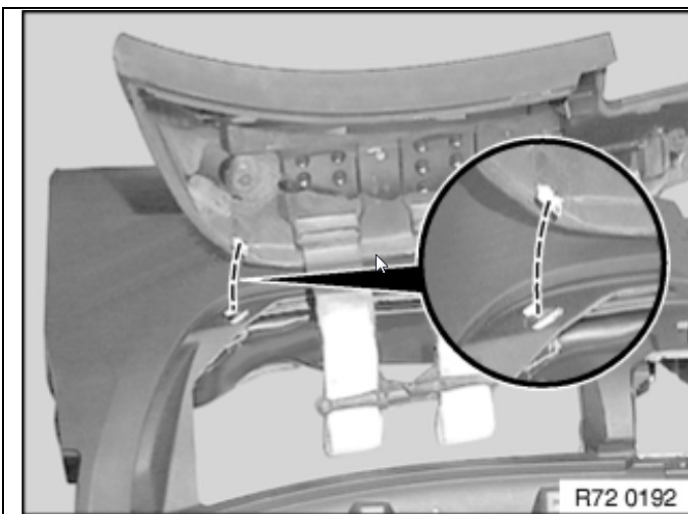
Do not tension the cable when removing the front passenger's airbag module (1)!

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.