



SI B65 18 15
Audio, Navigation, Monitors, Alarms, SRS

September 2016
Technical Service

Recall 15V-628: Passenger's Front Air bag

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 18 15 **dated November 2015**.

MODEL

I01 (i3)	
Produced from March 21, 2014 to August 18, 2015	

SITUATION

BMW AG is conducting a Voluntary Non-Compliance Recall **including Delivery Stop** involving the passenger's front air bag in certain i3 (I01).

AFFECTED VEHICLES

This Recall Campaign involves certain I01 Series i3 vehicles produced from March 21, 2014 to August 18, 2015.

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.

To meet the required National Highway Traffic Safety Administration (NHTSA) deadline, a final customer letter was mailed on November 25, 2015. The letter informs the customer to visit a center and have the repair performed.

Due to limited parts supply, we request that parts be allocated for customer vehicles before repairing vehicles in your inventory.

CAUSE

Due to a supplier error in the manufacturing process, internal components of the air bag inflator were not assembled as specified.

CORRECTION

Replace passenger air bag module.

PROCEDURE

Refer to ISTA Repair instructions "72 12 000 Removing and installing or replacing airbag module on passenger's side".

Defect Code:	00 72 59 01 00
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Completion “before” vehicle delivery to the customer or the vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:
00 63 798	39 FRU	Replace passenger’s front airbag module (Plus work)

Or:

Completion after vehicle delivery to the customer

Labor Operation:	Labor Allowance:	Description:
00 63 147	41 FRU	Replace passenger’s front airbag module (Main work)

Prior Customer-Pay Repairs as per the Tread Act

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have their passenger’s front air bag module replaced as a result of an accident. In such a case, either an insurance company or the customer themselves, paid for the replacement of the above mentioned air bag module in conjunction with the accident repairs. Such cases are not covered by this campaign and are not entitled to reimbursement.


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

Defect Code 85 99 00 12 NA

- Sublet Code 3
- Dollar amount (with no markup)
- Comment: Reimbursement for allowable expenses related to the previous customer-pay repair
- Comment: Reimbursement for allowable expenses related to the previous customer-pay repair
- Retain the “original” customer-pay invoice in your files.

Attachments

 View PDF attachment B651815_Q & A

 View PDF attachment B651815_Parts_Bulk_Ship_Return .



View PDF attachment [B651815_Parts_Return_Program_Instructions.](#)

ATTACHMENTS

View PDF attachment [B651815 Q&A.](#)

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BULK SHIPMENT PACKAGE REFERENCE GUIDE

SI B65 18 15 Recall 15V-628: Passenger-Side Front Airbag

Centers with 15 or more of the Air bag modules may now utilize a bulk shipment option.

<p>1 Stacking:</p> <p>Place the safety device and shrink-wrap them on the pallet.</p> <p><u>(no more than 60 inches in height).</u></p>	
<p>2 Labeling:</p> <p>Put the following labels on both sides of the skid:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Class 9 <input type="checkbox"/> UN3268 (Safety Devices)* <input type="checkbox"/> OVERPACK USED* <p>*Can be printed on Letter Size paper using Microsoft Word</p>	

Contact for Pickup:

When the shipment is **READY FOR PICKUP**, please contact TK-Holdings by email

SCTakataRestraints_International@XPO.com

Please include **“BMW RETURN”** in the subject line and provide the following information:

Center name

Center address

Center telephone

Center email

TK-Holdings will contact you and provide you with the BOL and further instructions.

For any questions and concerns regarding the Recall Airbags, please contact

airbagreturns@bmwna.com

Defect Code: 00 72 59 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.

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COMPAGN DOF – 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. Return the used module within 1 – 2 business days. The person packing the used safety device must read and follow the provided instructions.

NOTE: Puerto Rico, Islands of Hawaii and Alaska dealers **CANNOT** follow these shipping instructions. The dealer **MUST** contact the following Takata USA representative(s) directly for shipping instructions:

- For Island of Hawaii and Alaska: Contact Miguel Prigadaa – Tel# 210-250-5078 or Email: SCTakataRestraints_International@XPO.com
- For Puerto Rico: Email Becky Argyropoulos of Crane Worldwide at MenloControlTower@craneww.com

1. Shipping Documents

OP 900PRP Hazardous Materials Certification Form



2. Packing Instructions

- Confirm box is in acceptable condition by referring to Packaging Reference Guide on the other side of this document. If a new box is needed, follow the New Box Instructions located below the Package Reference Guide.
- Place the un-deployed safety device in the "cradle" of the box insert.



3. Shipping Documentation Instructions

- Separate the bottom 4 labels (OP 900PRP form), place them in the FedEx Ground envelope with BMW Warranty Parts Tag, remove the backing and firmly place on the box.



- Peel off the Box Copy of the OP 900PRP form and firmly apply to the front side of the box.



4. Shipping Documentation Instructions (Cont.)

- Fill in the following on the FedEx Copy and the customer copy:

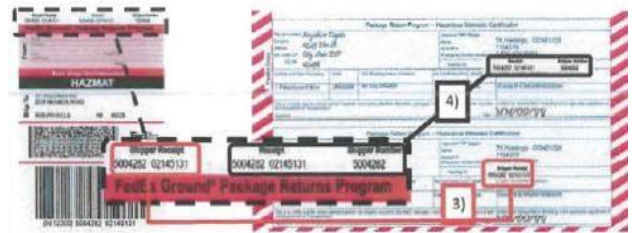
- Shipper Name (dealer)
 - Address
 - CCN
- Chemtec CCN21726
Tel: 1-703-527-3887

- Date the FedEx Copy and Customer Copy (MM/DD/YY).
- Sign and Date

The image shows the OP 900PRP form with fields for Shipper Name, Address, CCN, Date, and Signature. The form is being filled out with the information provided in the instructions.

5. Shipping Documentation Instructions (Cont.)

- Peel off the SHIPPER RECEIPT from the top of the FedEx Ground PRP Shipping label, place it in the Tracking ID box on the Customer Copy of the OP 900PRP form.
- Peel off the RECEIPT & SHIPPER NUMBER from the top of the FedEx Ground PRP Shipping label, and place it in the Tracking ID box on the FedEx Copy.



6. Shipping Documentation Instructions (Cont.)

- Separate the FedEx Copy and Customer Copy of the OP 900PRP form. Keep the FedEx copy with the box.

Note: Dealers must retain the Customer Copy of OP 900PRP form in their records for 2 years.

Dealership Copy

The image shows the OP 900PRP form with the Dealership Copy highlighted.

7. Shipping Documentation Instructions (Cont.)

- Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required).
- Peel off the backing of the FedEx Ground PRP Shipping label and affix to the box to left of the Class 9 label.
 - Use the scribe line on the box as a guide.
 - The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
- Provide the package and the FedEx Copy of the OP 900PRP form to the FedEx Ground Driver.

Note: If you don't receive regular pickups from FedEx, call 888-777-6040 to schedule a pickup of the package.






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PACKAGE REFERENCE GUIDE

Is This Package Acceptable?

Hazardous materials packaging "Damage" can be classified into one or more of the following different types. They include:

	Damage Type	NO
L	Labeling Packages with improper labeling are NOT acceptable, particularly, If the labels obscure other required marks and labels.	
I	Improper Packing Improper packing is always unacceptable. The packages must be properly packaged to prevent movement in all directions.	
O	Other Damages Multiple damages, such as those may affect the integrity of the package. Others are not as severe and may be acceptable. If questionable, repackage the material.	

Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, Please follow the instructions below to request replacement materials.

E-Mail: airbagreturns@bmwna.com

To help expedite your request, please be prepared to provide the following information:

a) Warranty Parts Tag and VIN Number

b) What Type of shipping material needed

- OP-900prp Hazardous Materials Certification Form
- FedEx Ground Shipping Label
- FedEx Ground Shipping Envelope

c) Dealer Shipping Information

- Contact name
- Dealer address
- Phone Number



15V-628
Model Year 2014-15 BMW i3
Passenger-side Front Air Bag Module Non-Compliance Recall

Q1. Which models and how many vehicles are affected by this recall?

Affected are approximately 923 Model Year 2014-2015 BMW i3 produced between March 17, 2014 and August 17, 2015. Some of these vehicles are still in BMW center inventory and must be remedied by the center prior to sale.

Q2. Is this recall related to the other “Takata Air Bag Recalls” that I heard about in the news involving BMW, other automobile manufacturers and NHTSA?

No.

Q3. What is the specific issue involving this recall?

This recall involves the passenger-side front air bag module. Due to a supplier error in the manufacturing process, internal components of the air bag inflator were not assembled as specified. Therefore, a sufficient margin of compliance to certain NHTSA safety regulations cannot be ensured.

Q4. What can happen as a result of this issue?

In a low speed crash (out-of-position/low risk deployment) in which the passenger-side front air bag deploys with the first stage only, inappropriate air bag restraint may be provided to the passenger, increasing the risk of injury.

Q5. Why are other models not affected?

Other models have a passenger-side front air bag module that was produced to specification.

Q6. What corrective measures will be taken?

The passenger-side front air bag module will be replaced.

Q7. How did you become aware of this issue?

We became aware of this issue from the air bag system supplier, Takata.

Q8. Are you aware of any accidents or injuries associated with the recall?

No.

Q9. Can I continue to drive my vehicle?

Yes, but when you receive a letter asking you to have this service performed, 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.

15V-628
Model Year 2014-15 BMW i3
Passenger-side Front Air Bag Module Non-Compliance Recall

Q10. How will I be informed of the recall?

You will receive a letter via First Class mail asking you to schedule an appointment with an authorized BMW center.

Q11. How will the recall be performed?

The passenger-side front air bag module will be replaced.

Q12. How long will the repair take?

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

Q13. How many vehicles have experienced this problem?

We are unaware of any vehicles that have experienced this problem.

Q14. When will I receive my owner notification letter?

You should receive your letter in November asking you to have the repair performed.

Q15. Do I have to wait for my recall letter in order to have my recall performed?

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts are at our authorized BMW centers prior to requesting that you have the repair performed.

Q16. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

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