



## 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.

**UPDATE!** The procedures contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin have been updated. New information provided by this revision is preceded by this symbol

This Service Information bulletin supersedes SI B65 18 15 **dated October 2016**.

### 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.

**UPDATE!** A copy of the final customer letter that was mailed on November 25, 2015 is attached. 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 air bag module on passenger's side”.

## PARTS INFORMATION

Part Number	Description	Quantity
72 12 9 265 941	Air bag for front passenger	1
07 14 9 272 649	Screw	18 only if needed

### **UPDATE!** PARTS RETENTION

The parts replaced and submitted through this Technical Campaign 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.

It is necessary to document which air bag goes into which vehicle. Therefore the technician is required to note on the repair order the serial number of the new air bag. The serial number should also be entered into the warranty claims comment section.

**UPDATE!** There are two different serial numbers that can be found. For this recall we only need the serial number on the label on the side of the air bag. This is the longest number usually on the bottom of the label. (The other number can be found on the actual gas generator below the barcode)

**UPDATE!**



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

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

**UPDATE!**

These procedures are contained in the “Part Return Program Instructions” and “Bulk Ship” PDF attachments to this bulletin; please read both of them. Returns have changed and will now be done once every 2 weeks.

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

Please **do not** return these Technical Campaign air bag modules to the:

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

## WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>UPDATE!</b> 0072590100	
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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 air bag 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 air bag 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.

## ATTACHMENTS

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

View PDF attachment [B651815 Final Letter.](#)

View PDF attachment [B651815 Parts Bulk Ship Return.](#)

View PDF attachment [B651815 Parts Return Program Instructions.](#)

View PDF attachment [Recall Notice B651815](#).

View PDF attachment [REP 72 12 000](#).

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## **SAFETY RECALL NOTICE**

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

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

BMW AG is conducting a Voluntary Non-Compliance Recall **including Delivery Stop** (effective October 2, 2015) involving the passenger-side front airbag in certain i3 (I01).

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

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

**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 deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

**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.

# **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle, (insert VIN)**

**November 2015**

## **Recall Campaign No. 15V-628: Passenger-side Front Air Bag Module**

Dear BMW i3 owner/lessee:

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

BMW AG has decided that certain Model Year 2014-2015 BMW i3 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 208 (Occupant Crash Protection). Our records indicate that you are the owner of an affected vehicle.

### **DESCRIPTION OF PROBLEM**

Due to a supplier error in the manufacturing process, internal components of the passenger-side front air bag inflator may not have been assembled as specified. Therefore, in a low speed crash, inappropriate air bag restraint may be provided to the passenger, increasing the risk of injury.

**PLEASE NOTE:** 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 i CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE. You can find your nearest 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 passenger-side front air bag module will be replaced.

The actual repair will require up to three hours; 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 i center.



**OTHER INFORMATION**

If you are no longer the owner of this vehicle, we request that you provide us with the name and address of the new owner using the enclosed postage-paid card so that we can contact the new owner regarding this issue.

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 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 recall may cause you.

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)

**REP-REP-RAF5672-7212000 Removing and installing or replacing airbag module on passenger's side; VIN: XXXXXXXX**

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ISTA system version	3.56.21.16873	Data version	R3.56	Programming data	-
VIN	XXXXXXXX	Vehicle	MINI/F56/HAT/Cooper/B38/AUT/US/left-hand drive/2015/05		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

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72 12 000

**Removing and installing or replacing airbag module on passenger's side**

**Attention!**

Operations on pyrotechnical devices may only be carried out by authorised experts.

Improper, unauthorised operations may result in serious dangers.

**Unauthorized persons are strictly prohibited from performing any operations on this system.**

**Warning!**

Read and comply with [safety instructions](#) for handling airbag modules and pyrotechnical belt tensioners.

Incorrect handling can activate airbag and cause injury.

A damaged head airbag must be

replaced.

A damaged head airbag exhibits an impaired protective function and in extreme cases loses its protective function altogether.

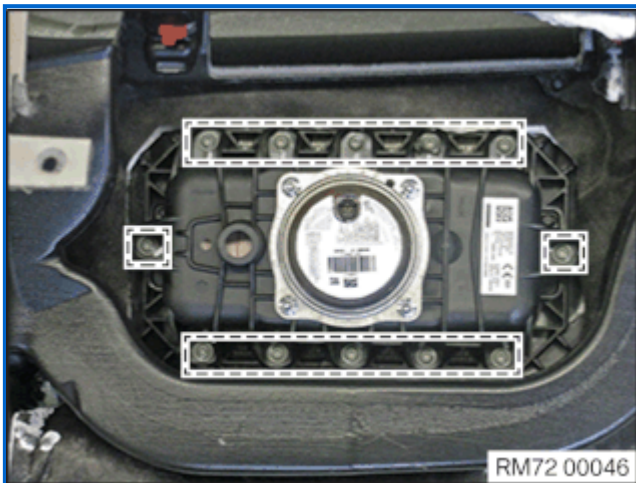


#### Necessary preliminary tasks:

- Remove [instrument panel storage compartment](#) (only F55 and F56)
- Remove [instrument panel trim](#)



#### Removal:



Release all screws on airbag module.

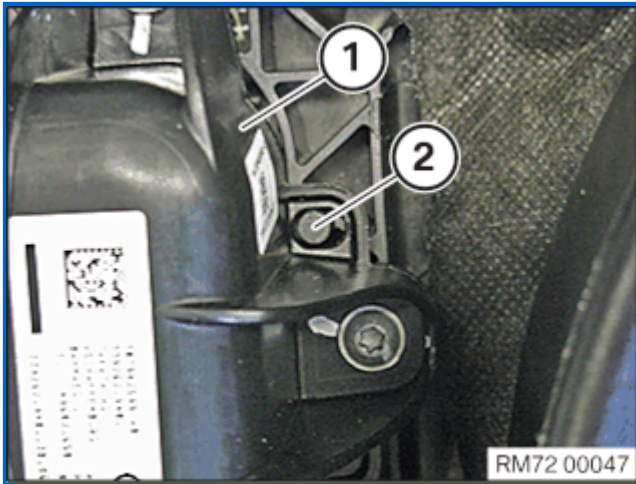
Remove airbag module from the instrument panel.



#### Installation:

Mount the airbag module (1) on the instrument panel.

*Note:*



Make sure that the airbag module (1) is correctly fitted on the guide (2).



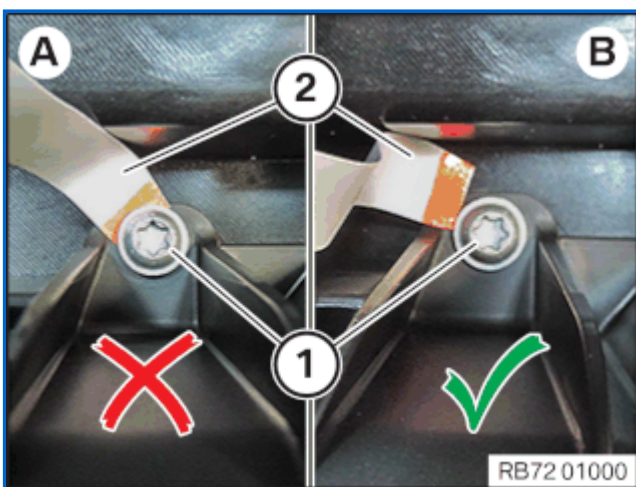
*Note:*

The airbag module is fastened using **6** or **11** screws at the factory.

In the case of **6** screw fastening, the airbag module is to be fastened with **12** screws when serviced.

In the case of **11** screw fastening, the airbag module is to be fastened with **11** screws in the **same position** when serviced.

In the case that the airbag module was fastened with **12** screws, e.g. if it was serviced once before, then it must be fastened using **12** screws once again.



*Note:*

Although the screws were correctly tightened using the torque wrench, it is possible that the **screw head (1)** is **not seated without a gap**.

**Attention!**

**Risk of damage!**

**Retorquing** using the torque wrench is **not permitted!**

The prescribed tightening torque **must not be exceeded!**

The following tightening specifications must be adhered to at all times.

1. Tighten all screws on the airbag module to the **prescribed tightening torque without retorquing.**

Tightening torque [72 12 1AZ](#).

2. Check that for **all screws** (1), the screw head (1) is seated without any gap, for example, by using a thin paper strip (2) as shown in the illustration:

- A. Paper strip (2) slides under the screw head (1). The screw (1) is not seated without a gap, screw connection is not correctly seated:

Loosen screw (1) and tighten it once again to the **same, prescribed tightening torque without retorquing.**

**Increasing the tightening torque in order to seat the screw head in the correct position is not permitted.**

Tightening torque [72 12 1AZ](#).

- B. Paper strip (2) does not slide under the screw head (1). The screw (1) is seated without a gap, screw connection is correctly seated.



**Required follow-up work:**

- Install [instrument panel trim panel](#)
- Install [instrument panel storage compartment](#) (only F55 and F56)