

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Recall 16V-364: Passenger's Front Air Bag Module
Date: Thursday, June 02, 2016 1:34:54 PM

Publish Date: June 02, 2016
From: Technical Service
Expiration Date: June 16, 2016

DCSnet Message
Urgent



Subject: **Recall 16V-364: Passenger's Front Air Bag Module**

Message Recipients: General Managers, Sales Managers, Service and Parts Managers, Service Managers, Shop Foremen, Service Technicians

Message Text:

BMW AG is conducting a Voluntary Safety Recall on E70, E71, and E72 Model Year 2007 to 2011, involving the passenger front air bag module. Approximately 91,000 vehicles may be affected.

Please refer to attached Service Information bulletin B65 19 16 and Q&A for further information.

Please be reminded that it is a violation of the National Traffic and Motor Vehicle Safety Act for you to sell, lease or deliver any new vehicle subject to this recall, until the repair has been performed. You also may not use or sell replacement parts subject to this safety recall. Substantial civil penalties apply to violations of this law.

In addition, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles in your inventory that is subject to this safety recall, until the repair is completed.

Sincerely,

Technical Service

Merita Fitzgibbon

Attachments: B651916_Q_A[817338af].pdf
 B651916[817338ae].pdf B651916_Q_A[817338af].pdf
 B651916[817338ae].pdf

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel

Safety Recall 16V-364
BMW X5 SAV and X6 SAC
Model Year 2007 - 2011
Passenger's Front Air Bag Module
Last updated: 6/1/2016

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

Included are approximately 91,000 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>
E70	X5 SAV (incl. M)	2007 – 2011	66,524	May 2006 – Mar 2011
E70	X5 SAV (diesel)	2009 – 2011	16,087	Mar 2008 – Sept 2011
E71	X6 SAC (incl. M)	2008 – 2011	9,026	Jul 2007 – Mar 2011
E72	X6 SAC ActiveHybrid	2010 – 2011	169	Mar 2009 – Sept 2011

Q2. BMW conducted safety recalls in 2013, 2014, 2015 and 2016 on a similar issue. How is this different?

The inflators are different. This recall campaign pertains to the passenger's front air bag which is a Takata PSPI-2 inflator. The earlier recalls pertained to different inflators produced by Takata.

Q3. Are BMW M models included in this recall campaign?

Yes. [Please refer to Q1.]

Q4. Is this recall comparable to similar recalls being conducted by other Manufacturers?

Yes. This recall campaign involves the Takata PSPI-2 inflator.

Q5. Why are other X5 and X6 vehicles not included?

The vehicles included are Model Year 2011 and older for Zone A and Model Year 2008 and older for Zone B (see geographic areas by zone in Q6 response). There are no vehicles in Zone C at this time. The remainder of the X5/X6 vehicles will require a passenger air bag at a later date per the May 2016 Takata Recall Amendment located here: http://icsw.nhtsa.gov/safecar/rs/takata/pdfs/Amendment_Nov3_2015-ConsentOrder.pdf.

Q6. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?

Per the May 2016 Takata Recall Expansion Fact Sheet located on the NHTSA website <http://www.safecar.gov/rs/takata/pdfs/20160504-FactSheet-May2016-Takata-Recall-Expansion.pdf>, three geographic zones have been established based on the temperature fluctuations and humidity and the exposure time required under those environmental conditions to degrade the propellant to the point where it poses an unreasonable risk to safety.

Zone A covers states with high temperature cycling and humidity. These include: Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands. California and South Carolina have also been added to this Zone per the NHTSA Amendment to the November 3, 2015 Consent Order. *Time until unsafe propellant degradation is projected between 6-9 years.*

Zone B covers states with moderate temperature cycling and humidity. These include: Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio,

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Oklahoma, Pennsylvania, Tennessee, Virginia, and West Virginia. ***Time until unsafe propellant degradation is projected between 10-15 years.***

Zone C covers states with lower temperature cycling and humidity. These include: Alaska, Colorado, Connecticut, Idaho, Iowa, Maine, Massachusetts, Michigan, Minnesota, Montana, New Hampshire, New York, North Dakota, Oregon, Rhode Island, South Dakota, Utah, Vermont, Washington, Wisconsin, and Wyoming. ***Time until unsafe propellant degradation is projected between 15-20 years.***

Q7. 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.

Q8. 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.

Q9. 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.

Q10. Can I continue to drive my vehicle?

Yes. BMW is not aware of a ruptured inflator in any of its vehicles associated with this recall. 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.

Q11. What measures will be taken when my vehicle part is being replaced?

The final remedy will incorporate a different inflator inside the passenger's front air bag module.

Q12. How did BMW become aware of this issue?

BMW became aware of this issue from Takata (the air bag module supplier) and NHTSA.

Q13. Is BMW aware of any accidents or injuries involving BMW vehicles associated with this campaign?

No. BMW is not aware of a ruptured inflator in any of its vehicles associated with this recall.

Q14. How will I be informed of this recall program?

If your vehicle is affected, you will receive an initial letter in July via First Class mail advising you of this recall. You will receive another letter when replacement parts become available, requesting that you schedule an appointment to bring your vehicle to an authorized BMW center for service and repair.

Q15. Will my BMW center deactivate my passenger's front air bag until it is replaced?

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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.

Q16. How will BMW perform this recall?

When you are notified via the final letter, you will be asked to make an appointment with an authorized BMW center to replace the inflator inside the air bag module.

Q17. 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.

Q18. Do I have to wait for my letter in order to have my vehicle serviced?

Yes. BMW is in the process of implementing this program to ensure that the necessary parts, tools and procedures are available to its authorized BMW centers, prior to instructing you to take your vehicle in for repair. Repairs will be prioritized according to the schedule NHTSA has established.

Q19. 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 passenger's front air bag module as a result of an accident. In that situation, either your insurance company paid for the repair, or you paid "out-of-pocket".

However, in the very unusual (unlikely) scenario that you previously replaced the passenger's 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 additional letter, asking you to make an appointment with an authorized BMW center to have your passenger's front air bag module replaced.

Q20. When are the repair parts expected to be available?

Interim repair part availability is estimated for summer 2016.

Q21. What does "interim repair" mean and what makes these air bags safer than what is in my vehicle now?

An interim repair involves replacing the inflator with a newly manufactured version. NHTSA has concluded that the age of the inflator, temperature cycling and environmental moisture are the likely root cause of rupturing. Based on these factors, the timeframe during which propellant degradation may occur varies from 6-20 years. (see question #6 for location details associated with this time frame). Therefore, replacing the older inflator with a newer one reduces the potential safety risk until a final remedy is available.

Q22. How will the repair be introduced to USA customers?


When an adequate inventory of parts is available, final owner notification letters will be issued via US First Class Mail to owners of the highest risk registered vehicles, i.e., oldest models in highest absolute humidity areas (e.g., USA Gulf states). As parts supply increases, all owners of affected vehicles will be notified by First Class mail.

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- Q23. Will BMW give me a loaner vehicle until a repair part is available?**
If replacement parts are not available, BMW has authorized its centers to provide or assist customers with alternate transportation, subject to availability. If we have an interim part available, alternate transportation will not be offered.
- Q24. Why is BMW using Takata air bags?**
Customer safety is our top priority. Given the industry wide shortage of air bag manufacturers, BMW decided that using interim air bags would be in our customers' best interest while the final replacements air bags are designed, tested and validated.
- Q25. 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 a hot and humid area as defined by NHTSA is given priority on the list of customers being notified about this recall.


RECALL 16V-364: 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.

MODEL

E70 (X5)	E70 (X5 diesel)	E71 (X6 incl. M)	E72 (X6 active hybrid)
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SITUATION

BMW AG is conducting a Voluntary Safety Recall on certain E70, E71, and E72 vehicles from Model Year 2007 to 2011, involving the passenger front air bag module.

Approximately 91,000 vehicles may be affected.

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E72	X6 SAC ActiveHybrid	2010 – 2011	169	Mar 2009 – Sept 2011

This recall is an expansion to vehicles already affected by recall 16V-071 driver's front air bag. No new vehicles are affected that have not yet been recalled. Therefore, these new affected vehicles will now need both driver and passenger air bags.

This bulletin will be updated with repair instructions, parts and warranty information when it becomes available.

ATTACHMENTS

View PDF attachment [B651916 Q&A](#).

View PDF attachment [Recall Notice B651916](#).

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