



Retail Operator / General Manager	Sales – New Car	Sales - Pre-Owned	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: February 26, 2016	Source: Pre-Owned Sales & Operations			Replaces: -		
Bulletin #: B8_0216_20a	Title: Pre-Owned Sales & Operations			Supersedes: -		
Phone #:						

# Pre-Owned Sales Bulletin

## Safety Recall 16V-071(Drivers Front Air Bag Module)

BMW 1 Series, 3 Series, X1 SAV, X3 SAV, X5 SAV and X6 SAC  
 Model Years – See below:

Model	Model Years	Production Dates	Model	Model Years	Production Dates
X5 SAV (incl. M)	2007-2013	Sep 2006 – Jun 2013	1 Series Convertible	2008-2013	Nov 2007 – Oct 2013
X5 SAV (diesel)	2009-2013	Mar 2008 – Jun 2013	3 Series Sedan (incl. M)	2006-2011	Feb 2005 – Dec 2011
3 Series Coupe (incl. M)	2007-2013	Apr 2006 – Jun 2013	3 Series Sedan (diesel)	2009-2011	Mar 2008 – Aug 2011
3 Series Convertible (incl. M)	2007-2013	Nov 2006 – Oct 2013	3 Series Sports Wagon	2006-2012	Jun 2005 – May 2012
X1 SAV	2013-2015	Feb 2012 – Sep 2014	X3 SAV	2007-2010	Aug 2006 – Aug 2010
X6 SAV (incl. M)	2008-2014	Jul 2007 – Jun 2014	X6 ActiveHybrid	2010-2011	Mar 2009 – Sep 2011
1 Series Coupe (incl. M)	2008-2013	Nov 2007 – Oct 2013			

### Dealer Q&A - February 26, 2016

SALES	
Is there any update on parts availability?	<b>No.</b> However, we are aggressively pursuing parts availability solutions.
Is there any update to the <b>stop sale</b> status of impacted safety recall vehicles?	<b>No.</b> There is no further update at this time. The <b>stop sale</b> for both retail and wholesale continues as previously defined.
When and how will customers with impacted vehicles be contacted about the recall?	BMW NA will send out official recall letters to customers in waves no earlier than March 14 <sup>th</sup> . All letters will be mailed no later than April 4 <sup>th</sup> .
What are the specifics of the BMW NA floorplan and depreciation/storage assistance package?	

<b>SALES</b>	
If I take in an impacted trade or off lease vehicle today, will it also qualify for the BMW floorplan and depreciation/storage assistance package?	
What do I need to do to receive payment on the depreciation/storage assistance package?	
How will I get paid?	
Will BMW NA provide any special CPO sales support for sales stop impacted vehicles once repaired?	
As a BMW dealer may I deactivate any air bag?	<b>No.</b>
Will BMW NA offer any support to impacted customers who don't feel comfortable driving their car?	<b>Yes.</b> Please remind your customers that they may continue driving their BMWs, as we are not aware of a ruptured inflator in any of our vehicles associated with this recall.

<b>FULL CIRCLE DEALERS</b>	
Will dealers receive any Full Circle purchase relief for off-lease required purchases on impacted vehicles during the stop sale?	
If I have already purchased an impacted off-lease vehicle can I get Mulligan relief?	
If I have already purchased an impacted auction vehicle can I return the vehicle?	
Can I use the current DPA program to get a customer out of their current vehicle impacted by the recall?	

<b>FULL CIRCLE DEALERS</b>	
Are we able to offer affected customers at the end of their lease a lease extension?	
<b>SERVICE LOANER/RENTAL CARS</b>	
Should BMW dealers provide concerned impacted customers with a service loaner or rental vehicle?	<b>Yes.</b> BMW dealers should provide alternate transportation to any customer that requests one while their vehicle is awaiting remedy parts.
Will BMW NA allow a temporary expansion to a dealer's AMP fleet?	
How long should a customer be kept in a service loaner?	A customer may remain in a service loaner until their impacted vehicle is remedied. The customer may be transferred to a new service loaner at the dealer's discretion at any time to manage fleet efficiently.
Can BMW service loaners included in the safety recall be loaned out to customers?	<b>No.</b>
How can BMW dealers confirm if a service loaner is included in the recall?	Service loaners must be checked in DCSnet Warranty Vehicle Inquiry.
Will customers be required to continue to make their monthly payment to BMW FS while waiting for repair?	

Please refer to [Service Information Bulletin B650416](#) for technical Q&A.

Contact information:

Technical questions: \_\_\_\_\_

Sales questions: \_\_\_\_\_