



SI B65 14 16
Audio, Navigation, Monitors, Alarms, SRS

September 2016
Technical Service

Recall Campaign 16V-071: Driver's Front Air Bag Module E70 E71 E72 E84

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 replaces SI B65 04 16 **dated May 2016** for E70 E71 E72 E84 vehicles.

MODEL

E70 (X5 including M & Diesel Engine)	E71 (X6 including M)	E72 (X6 ActiveHybrid)	E84 (X1)
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SITUATION

BMW AG is conducting a Voluntary Safety Recall involving Driver's Front Air Bag Module on certain BMW vehicles that are equipped with non-desiccated Takata PSDI-5 inflators. These vehicles, covering model years 2006-2015 have not been part of earlier Takata-related air bag recalls.

This is an industry-wide safety recall involving driver's front air bag modules. BMW is committed to helping you manage this recall campaign in the least disruptive fashion.

All customers affected by this Recall were sent an interim letter shortly after March 16, 2016. The letter informed them that their vehicle is affected by this recall.

A final letter will be mailed to the customers in phases starting on May 23rd 2016. A copy of the final letter to be sent to these customers is attached.

To assist you with customer concerns, please reference the attached Q & A that will be updated as information becomes available. You can identify the latest version by the date that is referenced at the bottom of the pages.

AFFECTED VEHICLES

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.

The total vehicle population was identified by Defect Code 0000001100. This temporary Defect Code was used before the final repair information was ready, to indicate which vehicles are affected by this recall. This temporary Defect Code cannot be used for warranty claims submission.

The first group of vehicles to be repaired under this Recall have been assigned Defect Code 0032350200. As customer letters are mailed in batches, the VINs belonging to these customers

will display this Defect Code 0032350200 and the temporary Defect Code 0000001100 will be removed.

There are approximately 340,000 vehicles in the US.

Model	Series	Model Year	Approximate Volume	Production Dates
X1 SAV	E84	2013 – 2015	57,290	Feb 2012 – Sep 2014
X5 SAV (incl. M)	E70	2007 – 2013	214,580	Sep 2006 – Jun 2013
X5 SAV (diesel)	E70	2009 – 2013	35,440	Mar 2008 – Jun 2013
X6 SAC (incl. M)	E71	2008 – 2014	37,000	Jul 2007 – Jun 2014
X6 SAC ActiveHybrid	E72	2010 – 2011	365	Mar 2009 – Sep 2011

NON-AFFECTED VEHICLES

Within the BMW “Model” groups identified above, there are some vehicles that are not equipped with the “non-desiccated Takata PSDI-5 inflators” in the air bag. The air bags fitted on these vehicles being sourced from a different manufacturer, these VIN’s **are not** affected by this Recall. These VINs will not be flagged and these customers will not receive a letter for these vehicles.

CORRECTION

Replace the driver’s front air bag gas generator assembly. This is an interim repair. Please review questions 25 and 26 in the attached Q & A for more details.

In the following cases the inflator/gas generator replacement should not be done and instead the complete Air Bag assembly must be replaced:

- Threaded bolts are damaged
- Threaded bolts are bent or corroded
- The generator cannot be removed from the air bag without excess force
- If the target tightening torque of the nuts cannot be achieved
- If there is a gap between the generator & air bag that is not closed up when tightening the nuts
- If there is damage to the air bag cover that may impede deployment of the air bag

PROCEDURE

Please record exterior cosmetic condition of air bag assembly on the Repair Order prior to any repair.

Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- REP 32 34 020 - Removing and installing/replacing air bag unit
- REP 32 34 030 - Removing and installing/replacing air bag unit (sport steering wheel)

A video documenting this repair was shown on the May 2016 Service Round Table (SRT). The SRT can be found on Talent Management System International (TMSI) which can be accessed via Dealerspeed,

UPDATE! It is necessary to document which gas generator goes into which vehicle. Therefore the technician is required to note on the repair order the serial number of the new gas generator. The serial number should also be entered into the warranty claims comment section. The serial number can be found on the gas generator below the barcode.

UPDATE! If the entire air bag is replaced instead of just the gas generator, we then need the serial number on the label on the side of the airbag. This is the longest number usually on the bottom of the label.

Once the air bag is removed from the steering wheel follow the instructions in the attachment for replacement of the gas generator assembly.

The attached checklist must be followed. A second technician is required to perform a visual check of the air bag cavity to ensure there are no foreign objects. The second technician should also confirm the air bag nuts are torqued properly.

Both technicians must sign the completed checklist and attach it to the repair order.

For E72 Hybrid Vehicles; only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information may be found in REP 61 00... Observe safety instructions when handling electric vehicles.

PARTS INFORMATION

An initial number of gas generators has been sent to dealers and will arrive starting, May 19, 2016. More parts for dealer inventory vehicles will follow shortly in small batches. These parts are pushed out to you by BMW. These are VIN specific parts to be installed in used X1, X5 and X6 vehicles in dealer inventory.

Dealer should only order parts for customer vehicles. Parts for used vehicles and in stock vehicles will be pushed out by BMW. The PO number of the order will be the VIN number of the vehicle.

List of parts for vehicles E70, E71 and E72. E84 (only Sport steering wheel and M Sport Steering wheel are affected).

Part Number	Description	Quantity
32 30 6 884 812	Repair Kit inflator (gas generator)	1

	Driver's	
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In the following cases the inflator/gas generator replacement should not be done and instead the complete Air Bag assembly must be replaced:

- Threaded bolts are damaged
- Threaded bolts are bent or corroded
- The generator cannot be removed from the air bag without excess force
- If the target tightening torque of the nuts cannot be achieved
- If there is a gap between the generator & air bag that is not closed up when tightening the nuts
- If there is damage to the air bag cover that may impede deployment of the air bag

If a complete airbag is needed per above, please follow the special ordering procedure below:

Please order the parts for a specific VIN only and not for stock. Please use SIB 651416 as the subject line of the email. **One VIN request per email.** Please email your orders to recallparts@bmwna.com include your Dealer (ship to location) code, VIN (last 7 digits), part number and your contact information including the address for delivery. Orders will be entered using the VIN and AB(air bag) for the PO **if parts are available**. Example LM12345AB

Important! Disposal of Used Parts

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.

A DCSnet part return tag will be generated for the driver'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.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them.

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

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 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 Service Action will be via normal claim entry utilizing the following information:

Defect Code:		00 32 35 02 00
Labor Operation:	Labor Allowance:	Description:
00 64 070	8 FRU (E84, E70, E71); 9 FRU (E72)	Replace the gas generator for driver-side front air bag (Main work)
	OR	
00 64 073	5 FRU (E84); 6 FRU (E70, E71, E72)	Replace the driver-side front air bag (complete) after the replacement of the gas generator could not be properly completed (Main work)

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.

In the case where the customer paid for the replacement of his/her driver'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
- Please detail and itemize the claimed sublet on the repair order and in the claim comment section.

Retain the "original" customer-pay invoice in your files.

ATTACHMENTS

View PDF attachment [Air Bag Gas Generator Replacement](#).

View PDF attachment [B012314_Vehicle_Storage_Agreement_-Takata.](#)

View PDF attachment [B651416_Final_Customer_Letter.](#)

View PDF attachment [B651416_Q&A.](#)

View PDF attachment [B651416_Recall_Notice.](#)

View PDF attachment [B651416_Parts_Return_Program_Instructions.](#)

View PDF attachment [B651416_Parts_Bulk_Ship_Return.](#)

View PDF attachment [Checklist.](#)

View PDF attachment [REPAIR_INSTRUCTIONS_E7x.](#)

View PDF attachment [REPAIR_INSTRUCTIONS_E84.](#)

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Air Bag Generator Replacement E7x

Conditions:

- The Generator replacement should always be carried out by the same Technician(s)
- Make sure your hands and clothes are clean and free of foreign objects
- Only one vehicle at a time should have this work performed
- This repair should be done from beginning to end without interruption
- Interruptions of any kind are not permitted

Safety:

- Notes on Electro Static Discharge (ESD) must be observed. (see REP-RAGRP61-6135ESD)
- Do not measure or touch the electrical terminals on the Generator
- Handle Generator with caution
- If the Generator should fall or be damaged it must be replaced
- Do not allow any foreign objects to enter the Air Bag cavity while the Generator is removed

Working Position:

- Whenever possible do not place your body above the airbag

Working Location:

- It is recommended to do this work in a location away from other personnel and vehicles (for example in a separate room or the parts department)
- A clean workbench with ESD protection is necessary
- A soft blanket is needed to position underneath the Air Bag to avoid damage to the cover
- The work area should be dust free
- Make sure there are no open cabinets above the workbench to avoid any foreign objects from falling into the Air Bag cavity.

Exclusion Criteria: In the following cases the complete Air Bag assembly must be replaced:

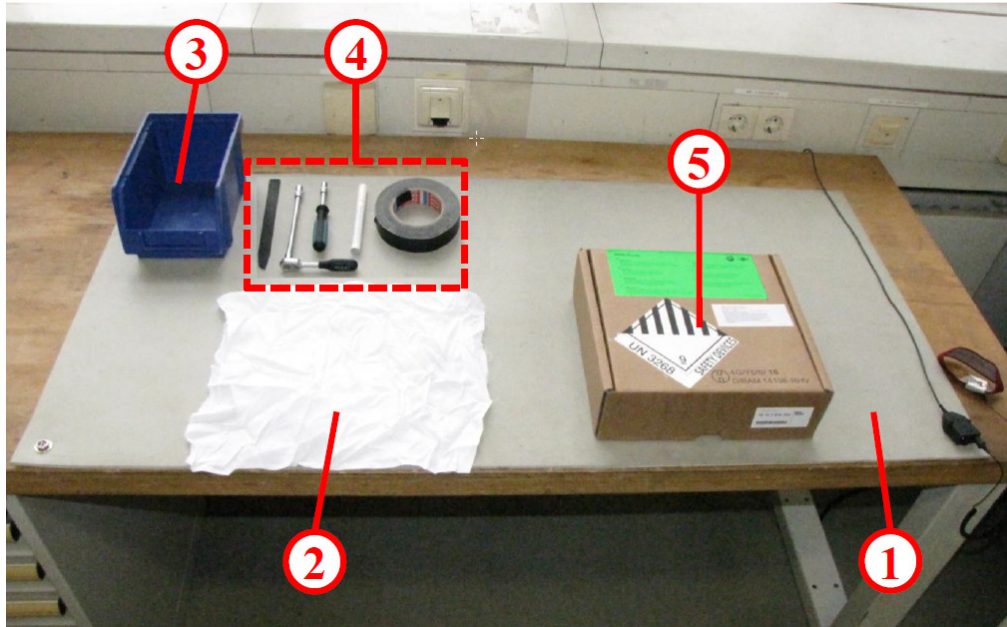
- Threaded bolts are damaged
- Threaded bolts are bent or corroded
- The Generator cannot be removed from the Air Bag without excess force
- If the target tightening torque of the nuts cannot be achieved
- If there is a gap between the Generator & Airbag that is not closed up when tightening the nuts
- If there is damage to the air bag cover that may impede deployment of the air bag

Order Acceptance:

- The Air Bag cover & steering wheel should be inspected in the presence of the customer prior to repair. Record the condition of the Air Bag on the Repair Order

Checklist:

- Checklist should have all boxes checked and signed by the 1st and 2nd Technician.



[1] The workbench should be prepared with the following items:

- Anti-Static mat (1) which must be grounded
(See SWS 2 06 04 (128))
- A soft blanket or material (2) to prevent damaging the airbag cover
- A container (3) for disposal of the original Generator nuts
- A packaged new part (5)

Tools required (4) for the Generator exchange:

- Plastic bone tool (SWZ 0 490 539)
- Ratchet with extension and 8 mm socket
- Small torque wrench with 8 mm socket (5 NM)
- Felt tip marker (sharpie)
- Duct tape (.25 mm wide)



[2] Remove Air Bag from the vehicle

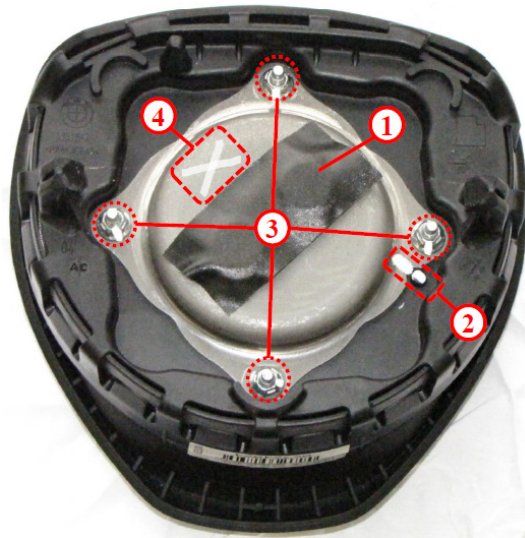
E70 series Steering wheel: see repair instructions REP - REP - RAE7032-3234020)

E70 Sport Steering wheel: see repair instructions REP - REP - RAE7032-3234030)

[3] Place airbag unit (1) face down on the soft work surface

[4] Write serial number (2) of the original Air Bag unit on the work order

[5] Primary mechanic must place ground strap (3) on their wrist



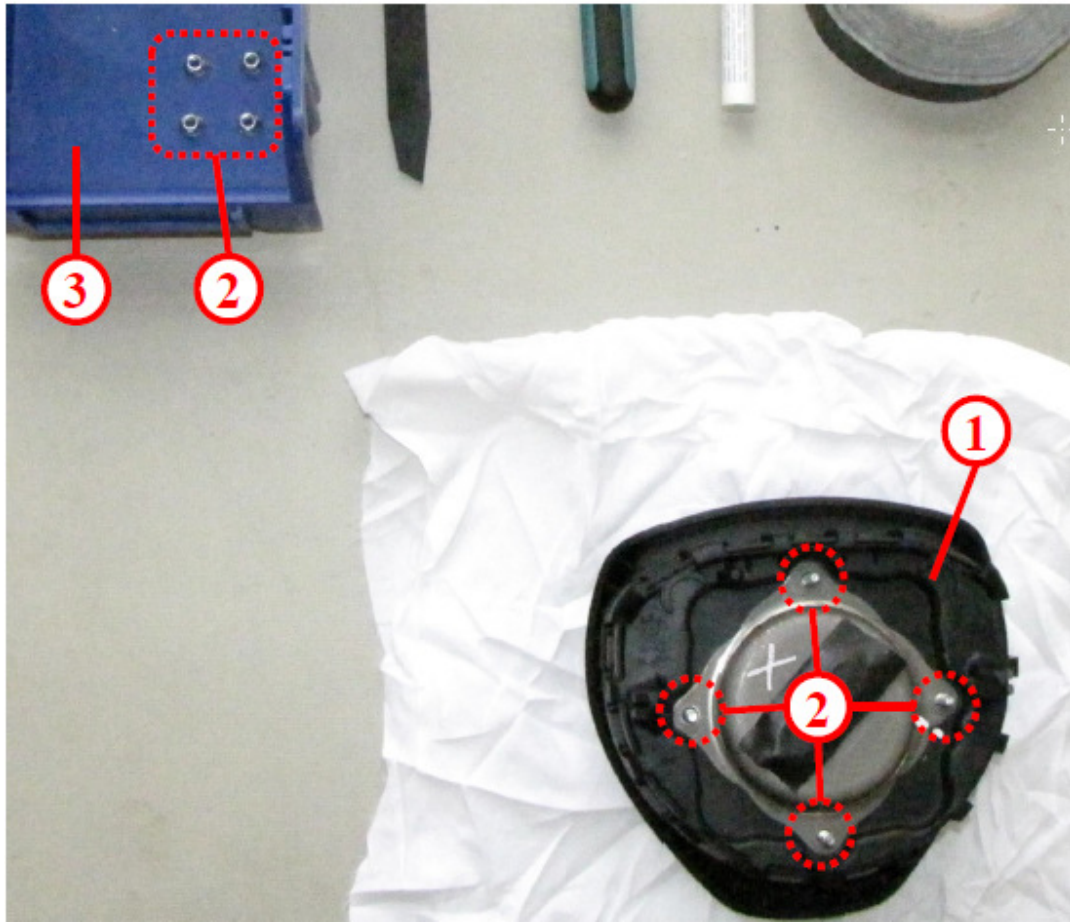
[6] Cover the connections on the old Generator with duct tape (1) so the contacts cannot be touched.

NOTE: – Picture above is an example and may not exactly match your Generator

[7] Mark orientation (2) of the Generator in the Air Bag with the felt tip marker.

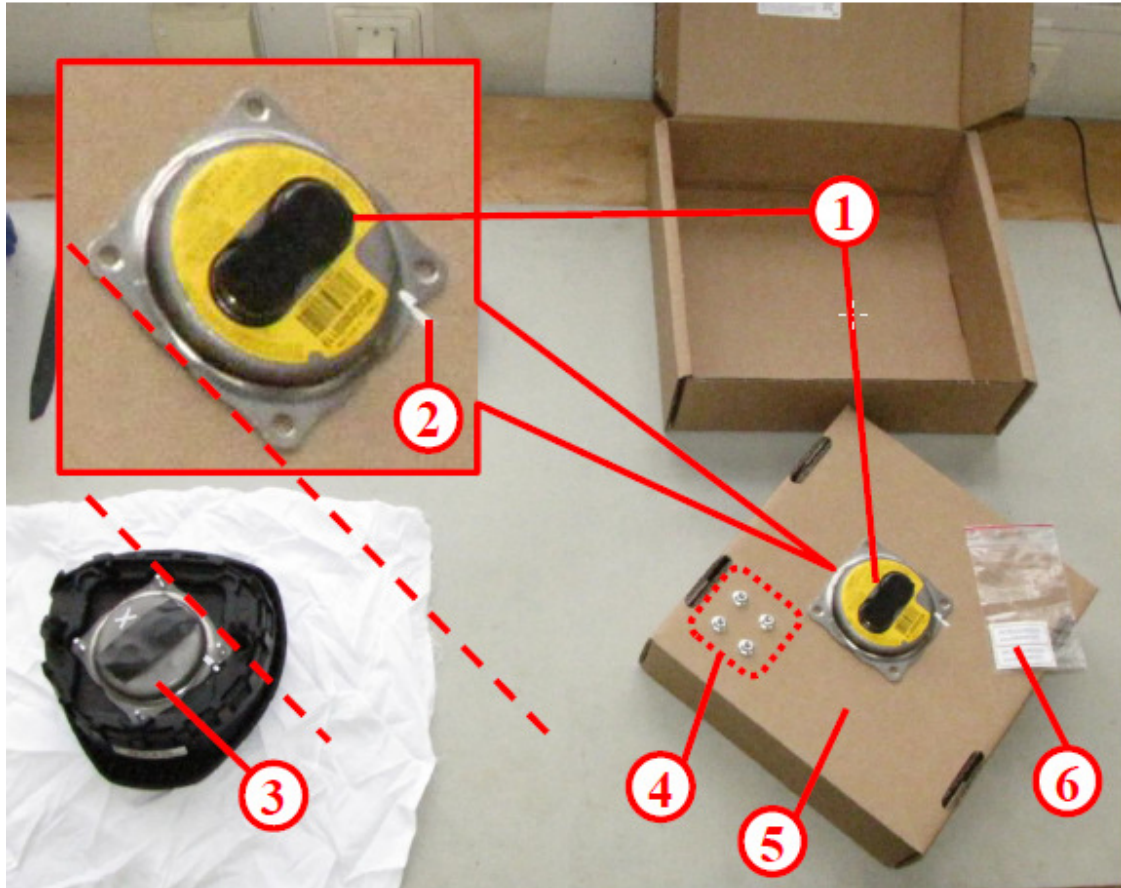
[7] Mark all four nuts (3) with the felt tip marker (to avoid mix up of old/new parts)

[7] Mark a large cross (4) with the felt tip marker (to avoid mix up of old/new parts)



[8] 2nd Technician should hold airbag steady for 1st Technician

1st Technician should remove all four nuts (1) in any order and immediately place the used nuts into the provided container (2) for disposal. This is done to avoid mixing old parts and new parts.



[9] Cover electrical contacts with duct tape. Remove the new Generator (1) from the packaging.

Position the new Generator in the same orientation (2) as the original. Dashed lines show how both are oriented in relation to the air bag assembly.

[10] Unpack four new nuts (4) and two stickers (6)

Note: Both stickers (6) are the same and are only in the step [18] is needed.

[11] Mark orientation of the new Generator (2) to match the original Generator markings (from Step [6]) with a felt tip marker.



[12]

(1) Turn airbag over (2) and gently wiggle the Generator to remove from the airbag (2).

(2) A plastic bone tool (3) may be used to apply gentle pressure during removal.

ATTENTION:

Do not use hard, sharp tools!

If the original Generator cannot be removed without excess force then cancel this procedure and replace the entire Air Bag assembly.

(3) After removal, place the original Generator next to the Air Bag.



[13]

ATTENTION:

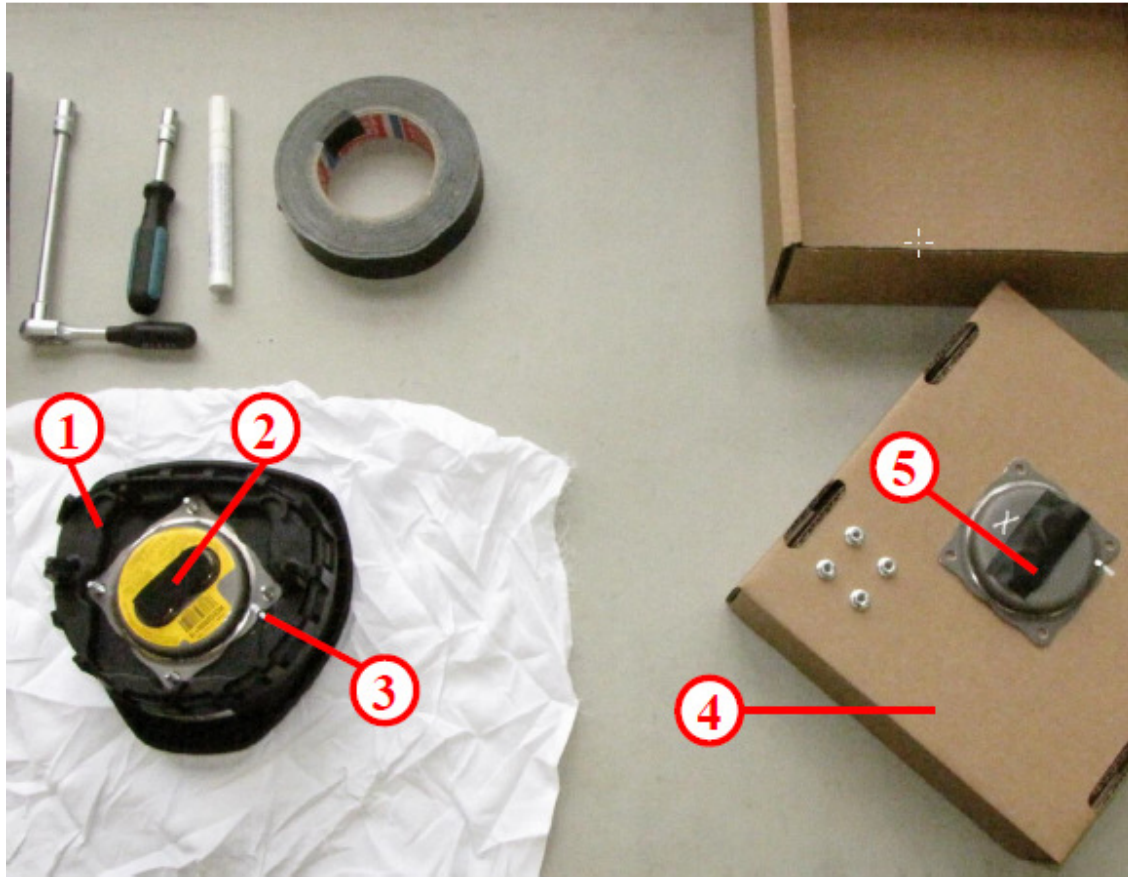
In the area (1) above there must be no foreign objects!

There may be a small amount of surface rust on the metal within the airbag. This is normal.

Apply the four eyes principle and have this confirmed by two technicians.

1st Technician should perform a visual inspection of the airbag cavity for foreign objects.

2nd Technician should perform a visual inspection of the airbag cavity for foreign objects.



[14] Immediately after the visual inspection of the airbag cavity the new Generator (2) should be installed into the Air Bag (1).

ATTENTION:

Check the orientation of the new Generator and the Air Bag and make sure the marks line up (3).

[15] Insert the original Generator (5) into the packaging (4).

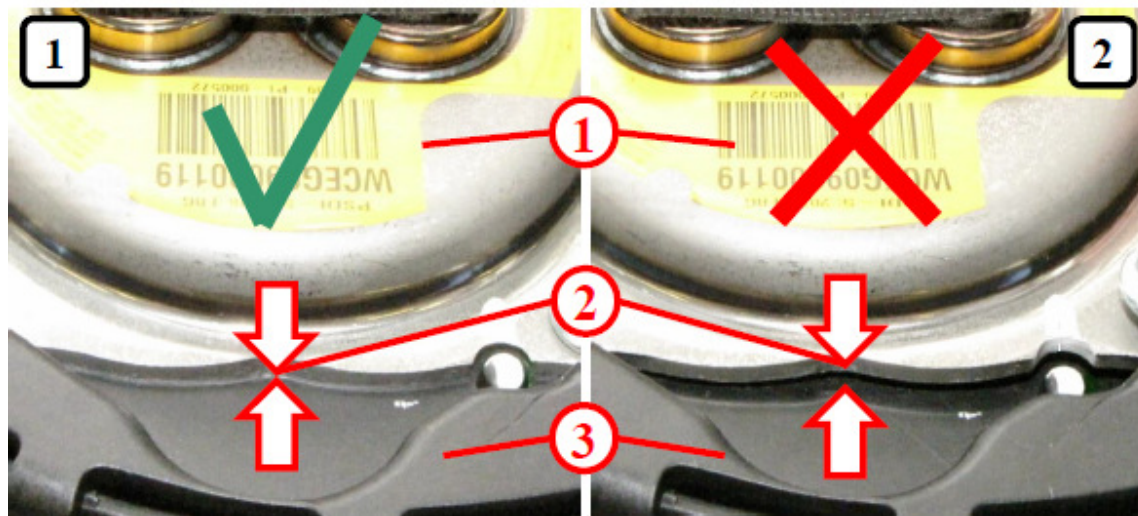


[16] 2nd Technician should hold airbag steady for 1st Technician

Install the four new nuts (1,2,3,4) onto the studs and lightly tighten the nuts in the sequence shown (1,2,3,4).

Apply the four eyes principle and have this confirmed by two technicians.

1st Technician should torque nuts in sequence (1,2,3,4,) to 5 Nm



[17]

Perform a visual inspection of the gap (2) between the Generator (1) and the Air Bag (3) on all four sides of the Generator.

Apply the four eyes principle and have this confirmed by two technicians.

1st Technician should check the gap (2) on all four sides of the Generator.

2nd Technician should check the gap (2) on all four sides of the Generator.

Picture (1) shows a correctly installed Generator

Picture (2) shows an improperly installed Generator with an excessive gap (2).

ATTENTION:

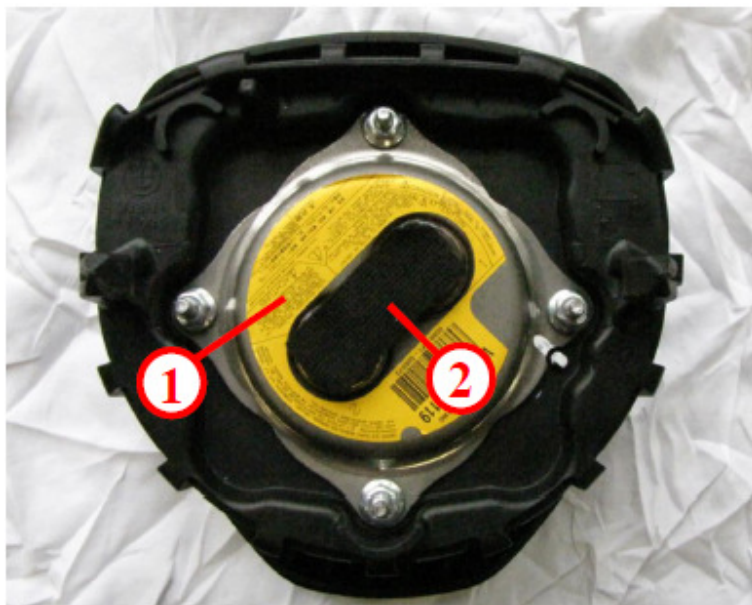
If the gap cannot be closed up then cancel this procedure and replace the entire Air Bag assembly.



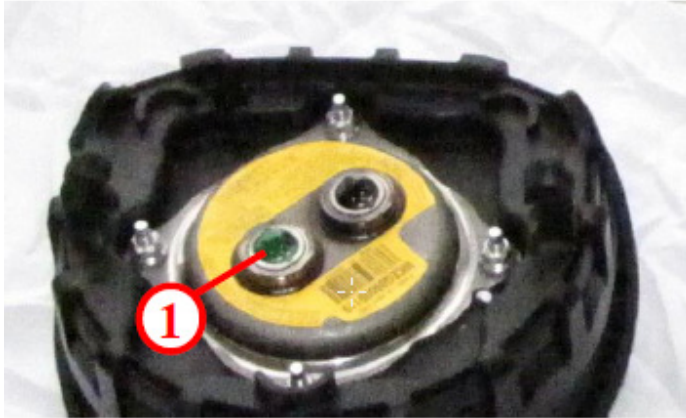
[18] Remove the 2 supplied stickers

Place the 1st airbag sticker onto the Air Bag in location (2) shown.

The 2nd serial number sticker of the new Generator must be placed on the Repair Order.



[19] Remove the tape from the new generator



[20] 1st and 2nd Technician must ensure green connector is orientated as shown (1)

[21] Turn the Air Bag assembly over and perform a visual inspection of the Air Bag cover to ensure its condition matches what was noted on the Repair Order prior to this repair.

[22] Install the Air Bag into the vehicle.

(See RAE7032-3234020)

[23] Check function after assembly is complete:

- Turn on ignition, does the Air Bag lamp briefly illuminate during the bulb self check and then go out?
- Confirm that the horn is working

[24] Seal packaging with the original Generator and prepare for shipment back to Takata.

VEHICLE STORAGE AGREEMENT

You, _____ are the owner/lessee of a model year _____

BMW _____ VIN: _____ ("Vehicle") _____ ("Mileage")

You have been informed that your Vehicle (referenced above) is subject to the Takata Air Bag Recall issued by BMW of North America, LLC ("BMW NA"). The replacement parts to address this Recall are not available at this time.

The authorized BMW center is providing you with a loaner/rental vehicle to drive until BMW NA notifies you that the parts are available to repair your Vehicle, or until such time as the center requests that you return the loaner/rental vehicle, whichever is earlier.

The BMW center will allow you to take your Vehicle (referenced above) home and store it while you are driving the loaner/rental vehicle.

You therefore agree to the following:

- You will drive the Vehicle directly home and will not drive it again, other than to return it to the BMW center when the parts are available to perform the Recall repair
- You will store your Vehicle at your home, or another safe location of your choice, at your own risk
- You will ensure that the vehicle's keys are secured and inaccessible to others
- You will maintain your Vehicle and will not alter, modify or sell the Vehicle (except in the case of a leased vehicle, which you may return at the expiration of your lease, if that time pre-dates the availability of the replacement parts for the Recall)
- You understand that you will be responsible for any and all damages caused to the Vehicle if it is driven prior to the performance of the Recall repair, other than directly to or from the center

By signing below, you expressly agree to all of the terms and conditions set forth herein.

Date

Name (Signature)

Name (Print)

Address

City/State/Zip

Telephone Number (Text message: Y / N)

Email

Status i.e., owner, lessor, lessee, etc.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [INSERT VIN]

May 2016

Recall Campaign No. 16V-071: Driver's Air Bag Module

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with 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 2006-2015 BMW 1 Series, 3 Series and X1, X3, X5 and X6 Sports Activity Vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

In March 2016, we informed you of this matter by letter, indicating that we were not ready to perform this recall due to parts availability. **We are pleased to inform you that we now have an interim repair available for your vehicle.** An interim repair involves replacing the inflator with a newly manufactured version. NHTSA has concluded based on information it has collected, that the age of the inflator, temperature cycling and environmental moisture are the likely root cause of rupturing. Therefore, replacing the older inflator with a newer version reduces the safety risk associated with your vehicle until a final remedy is available.

You should have the inflator replaced as soon as possible and not wait for the final remedy. Please contact your authorized BMW Center immediately to schedule an appointment. You can locate your nearest BMW center at www.bmwusa.com/dealers.

All owners that have an interim remedy applied will still be offered a free final remedy. We will notify you again when the final remedy is available.

What is the issue?

In the event of a crash necessitating deployment of the driver's air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking the driver or other passengers potentially resulting in serious injury or death.

At the present time, BMW is not aware of any ruptures in its vehicles equipped with this type of inflator subject to this recall.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

Depending on your model, either the inflator or the air bag module with inflator will be replaced. This free repair will take approximately one hour.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if you are not the current owner of this vehicle?

If you are no longer the vehicle owner/lessee, please fill out the enclosed postage-paid card so we can update our records.

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, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

What if you have questions or experience problems?

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.

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; however, be assured that BMW is concerned about your safety and security.

BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

Sincerely,

BMW of North America, LLC

BMW 1 Series, 3 Series X1 SAV, X3 SAV, X5 SAV and X6 SAC
Model Year 2006 - 2015
Driver's Front Air Bag Module
Safety Recall 16V-071
Last updated: 9/16/2016

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

Included are approximately 840,000 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>
E82	1 Series Coupe (incl. M)	2008 – 2013	32,620	Nov 2007 – Oct 2013
E88	1 Series Convertible	2008 – 2013	28,160	Nov 2007 – Oct 2013
E90	3 Series Sedan (incl. M)	2006 – 2011	132,845	Feb 2005 – Dec 2011
E90	3 Series Sedan (diesel)	2009 – 2011	4,160	Mar 2008 – Aug 2011
E91	3 Series Sports Wagon	2006 – 2012	3,270	Jun 2005 – May 2012
E92	3 Series Coupe (incl. M)	2007 – 2013	129,515	Apr 2006 – Jun 2013
E93	3 Series Convertible (incl. M)	2007 – 2013	99,810	Nov 2006 – Oct 2013
E84	X1 SAV	2013 – 2015	57,290	Feb 2012 – Sep 2014
E83	X3 SAV	2007 – 2010	64,925	Aug 2006 – Aug 2010
E70	X5 SAV (incl. M)	2007 – 2013	214,580	Sep 2006 – Jun 2013
E70	X5 SAV (diesel)	2009 – 2013	35,440	Mar 2008 – Jun 2013
E71	X6 SAC (incl. M)	2008 – 2014	37,000	Jul 2007 – Jun 2014
E72	X6 SAC ActiveHybrid	2010 – 2011	365	Mar 2009 – Sep 2011

Q2. Which inflator is affected?

This recall campaign involves the Takata PSDI-5 inflator.

Q3. What is the fix?

The driver'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?

A limited number of final remedy desiccated driver's front air bags started to arrive in August 2016.

Q6. How will I be notified when the final replacement for my vehicle is ready?

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 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 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.

BMW 1 Series, 3 Series X1 SAV, X3 SAV, X5 SAV and X6 SAC
Model Year 2006 - 2015
Driver's Front Air Bag Module
Safety Recall 16V-071
Last updated: 9/16/2016

Q7. 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. When you are notified via the final letter, you should make an appointment with an authorized BMW center immediately.

Q8. Why is the passenger's front air bag not affected?

For certain X5 and X6 vehicles only, the passenger's front air bag may be affected based on a more recent recall announcement by NHTSA on May 4th. You can check if your vehicle is currently affected by the passenger's front air bag recall by entering your VIN at www.bmwusa.com/recall. Interim passenger air bag part availability is estimated for early fall. The remainder of the X5 and X6 vehicles that are part of this recall will require a passenger air bag at a later date.

Q9. Are the current replacement parts also Takata air bags and do they contain ammonium nitrate with desiccant?

Yes. This is an approved final remedy.

Q10. If I received 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.

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.

BMW 1 Series, 3 Series X1 SAV, X3 SAV, X5 SAV and X6 SAC
Model Year 2006 - 2015
Driver's Front Air Bag Module
Safety Recall 16V-071
Last updated: 9/16/2016

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 information by registering at <http://www.bmwusa.com/myBMW>.

Q10. Will BMW give me a loaner vehicle until a repair part is available?

If replacement parts are available, alternate transportation will only be offered while the vehicle is being serviced for this recall.

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 driver'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. What if I have my vehicles registered in NY, but my vehicle resides at my home in Florida. How do I get a new airbag?

In this instance, please contact Customer Relations at customerrelations@bmwna.com or by calling 1-800-831-1117.

Q14. 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.

BMW 1 Series, 3 Series X1 SAV, X3 SAV, X5 SAV and X6 SAC
Model Year 2006 - 2015
Driver's Front Air Bag Module
Safety Recall 16V-071
Last updated: 9/16/2016

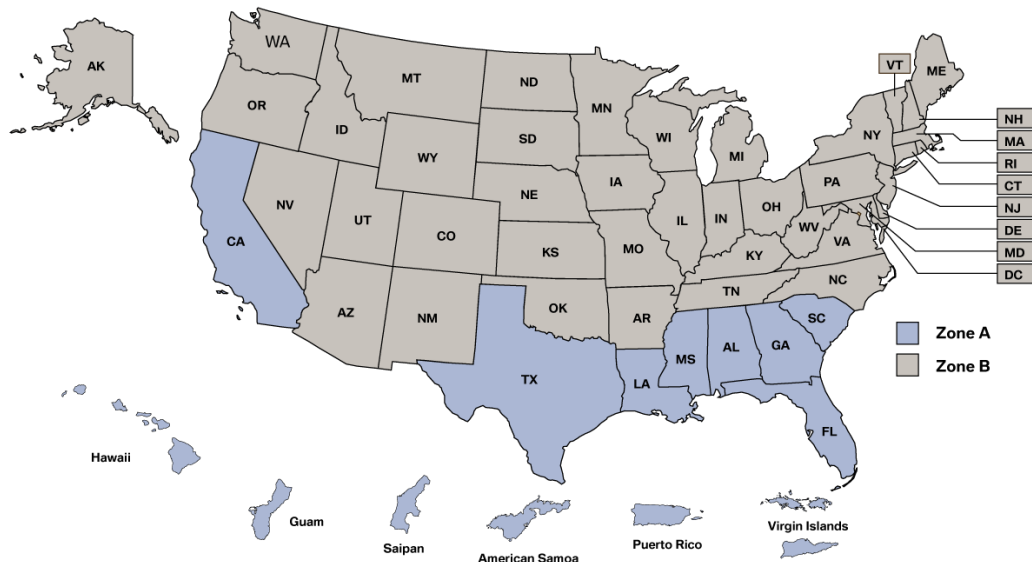
Q15. Which states are considered to be high absolute humidity areas?

Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands.

Q16. 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 NHTSA website, two 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 includes states with high temperature fluctuations and humidity; estimated time of propellant deterioration is 6 to 9 years
- Zone B includes states with moderate temperature fluctuations and humidity; estimated time of propellant deterioration is 10 to 20 years
- A vehicle's zone designation is subject to change per guidance from NHTSA and Takata.



SAFETY RECALL NOTICE

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

RE: B65 14 16 - Recall Campaign 16V-071: Driver's Front Air Bag Module E70 E71 E72 E84

BMW has decided that a safety defect exists in certain models below and has issued a recall to address the issue, effective February 5, 2016.

<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
X1 SAV	2013 – 2015	57,290	Feb 2012 – Sep 2014
X5 SAV (incl. M)	2007 – 2013	214,580	Sep 2006 – Jun 2013
X5 SAV (diesel)	2009 – 2013	35,440	Mar 2008 – Jun 2013
X6 SAV (incl. M)	2008 – 2014	37,000	Jul 2007 – Jun 2014
X6 SAV ActiveHybrid	2010 – 2011	365	Mar 2009 – Sep 2011

The defect involves the driver-side front air bag module.

Owners will be notified by mail informing them about the recall and will be instructed to bring their vehicles in for a free repair when parts become available.

Reminder: 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.

Defect Code: 00 32 35 02 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 14 16 - Recall Campaign 16V-071: Driver's Front Air Bag Module E70 E71 E72 E84

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: UPDATE@SCTakataRestraints_International@XPO.com
- For Puerto Rico: Email Becky Argyropoulos of Crane Worldwide at MenloControlTower@craneworld.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 a FedEx Ground Shipping Label with fields for Shipper Name, Address, CCN, and Date. The fields are numbered 1, 2, and 3, corresponding to 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



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.



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



BULK SHIPMENT PACKAGE REFERENCE GUIDE

SI B65 14 16 Recall Campaign 16V-071: Driver's Front Air Bag Module E70 E71 E72 E84

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"> - Class 9 - UN3268 - (Safety devices)* - 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

Checklist for Air Bag Generator Replacement		
	VIN: _____	
[1]	Prepare a clean ESD-protected work area and provide the following items:	
	Install anti-static mat. Ground mat. Soft blanket to prevent scratching Air Bag cover	
	Container for the disposal of the original nuts (to avoid mixing up parts)	
	Tools: Plastic bone tool, ratchet, torque wrench (5NM), felt tip marker (sharpie), duct tape	
	Packaged New Air Bag Generator	
[2]	Remove Air Bag unit from the vehicle	
[3]	Place Air Bag onto the blanket face down with the Generator facing upwards	
[4]	Note serial number of the Air Bag unit on the Repair Order	
[5]	1 st Technician should install ESD grounding strap on their wrist	
[6]	Use duct tape to cover the electronic terminals on the Generator so the contacts cannot be touched	
[7]	Mark orientation of the Generator and place a large X with the felt tip marker on the Generator and all four nuts. This is done to avoid confusion with the new parts.	
[8]	Unscrew all four nuts in any order and dispose of the original nuts in the container. ATTENTION: Do not reuse nuts.	
[9]	Unpack a new Generator and position in the same way as the previous inflator	
[10]	Unpack four new nuts and 2 stickers	
[11]	Mark orientation of the new Generator with the felt tip marker	
[12]	Remove original Generator from the Air Bag.	
	Invert the airbag so generator is on the bottom. Gentle wiggling of the Generator may be required to get it loose from the Air Bag. Place Generator same as pictured.	
[13]	1 st Technician should perform a visual inspection of the airbag cavity for foreign objects	
	2 nd Technician should perform a visual inspection of the airbag cavity for foreign objects	
[14]	Insert immediately after a successful visual inspection new gas generator in the airbag unit	
[15]	Place original Generator into the provided packaging	
[16]	While 2 nd Technician holds airbag firmly, 1 st Technician should check correct fit of new ignitor. You may have to wiggle it lightly to get it to fully seat. Gently tighten all 4 new nuts in sequence. 1 st Technician should torque nuts in sequence to 5 Nm	
[17]	1 st Technician should perform a visual inspection of the gap between the new generator and the airbag module on all four sides. 2 nd Technician should also inspect the gap between new inflator and airbag module on all four sides.	
[18]	Peel off stickers from the new airbag generator	
[19]	Apply to the Air Bag unit one new sticker from the new Generator in the marked location. Apply second new sticker to the Repair Order.	
[20]	1 st Technician should perform a visual inspection and confirm green connector is located as shown below. 2 nd Technician should also confirm correct orientation.	
[21]	Turn Air Bag over so Generator is on bottom and perform visual inspection of Air Bag cover. Confirm airbag condition matches what is on the Repair Order.	
[22]	Install Air Bag assembly back into vehicle	
[23]	Test operation. Turn on ignition and confirm Air Bag (SRS) lamp goes off. Confirm horn functions	
[24]	Seal original Generator into provided packaging for shipment	
1 st Technician Signature _____		2 nd Technician Signature _____

REP-REP-RAE7032-3234020 Removing and installing/replacing airbag unit (**NON -sport steering wheel**)

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E70/off-road vehicle/X5 xDrive35i/N55/AUT/US/left-hand drive/2012/08	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

32 34 020

Removing and
installing/replacing
airbag unit



Warning!

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.

Important!



Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag triggering.



Necessary preliminary tasks: Disconnect battery negative lead



Insert Torx screwdriver T30 (1) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 2 cm).

Increase pressure with Torx screwdriver T30 (1) on spring leg until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.

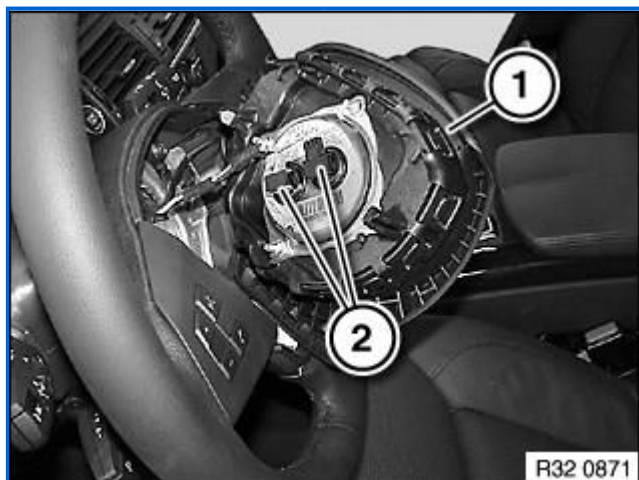


Warning!

Risk of injury!

Airbag unit may only be set down with the airbag itself facing upwards.

Tilt airbag unit (1) towards rear. Disconnect plug connections (2) and remove airbag unit (1).



Installation:

Connect plugs to connections of same colour on airbag unit.

REP-REP-RAE7032-3234030 Removing and installing/replacing airbag unit (sport steering wheel), VIN: XXXXXXXX

ISTA system version	3.55.10.16 319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E70/off-road vehicle/X5 xDrive35i/N55/AUT/US/left-hand drive/2012/08	
Int.lev. works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

32 34 030

Removing and
installing/replaci
ng airbag unit
(sport steering
wheel)



Warning!

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.



Important!

Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag triggering.



Necessary preliminary tasks: Disconnect

battery negative lead



Insert Torx screwdriver T30 (1) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 2 cm).

Increase pressure with Torx screwdriver T30 (1) on spring leg until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



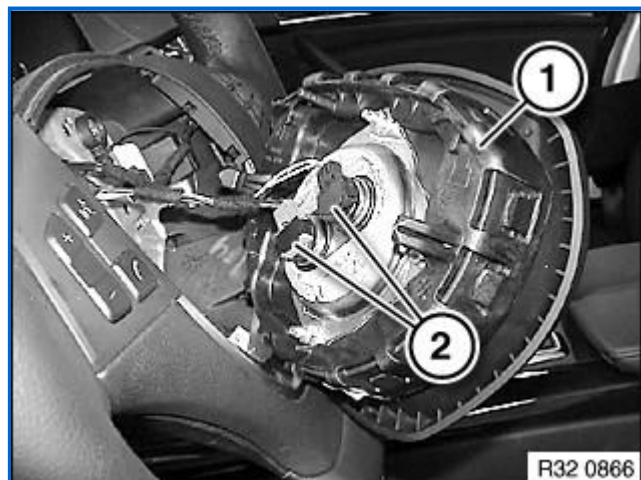
Warning!

Risk of injury!

Airbag unit may only be set down with the airbag itself facing upwards.

Tilt airbag unit (1) towards rear.

Disconnect plug connections (2) and remove



airbag unit

Installati

Connect plugs to connections of same colour
on airbag

REP-REP-RAE8732-3234020 Removing and installing/replacing airbag unit (**NON - sport steering wheel**)

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E84/off-road vehicle/X1 xDrive35i/N55/AUT/US/left-hand drive/2014/04	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

32 34 020

Removing and
installing/replacing
airbag unit



Warning!

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.

Important!

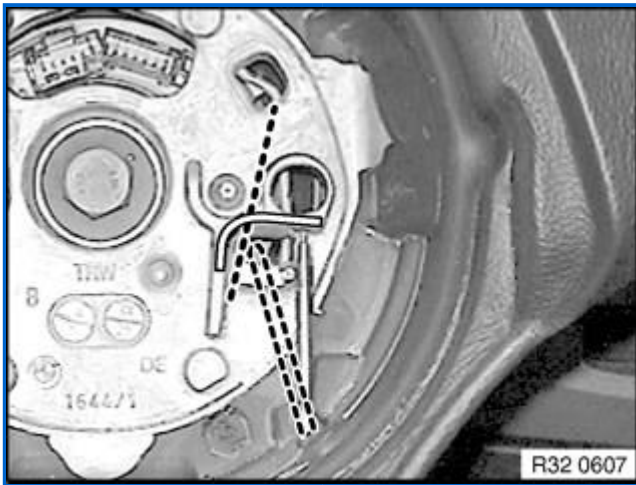


Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag triggering.



Necessary preliminary tasks: Disconnect battery negative lead



Insert Torx screwdriver (T20) roughly straight from below into opening on reverse side of steering wheel up to stop (approx. 5.5 cm). Swing Torx screwdriver (T20) with handle sideways until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical lead is correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



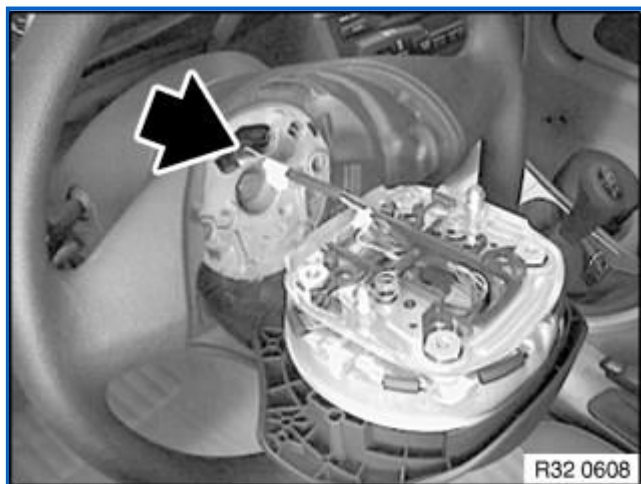
Warning!

Danger of injury!

Airbag unit may only be set down with the airbag itself facing upwards.

Tilt airbag unit towards rear.

Disconnect plug connection and remove airbag unit.



REP-REP-RAE8732-3234030 Removing and installing/replacing airbag unit (sport steering wheel)

ISTA system version	3.55.10.16 319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E84/off-road vehicle/X1 xDrive35i/N55/AUT/US/left-hand drive/2014/04	
Int.lev. works	-		-	Int.lev.(tar.) -
Mileage	0 km	Int.lev. (cur.)		

32 34 030

Removing and
installing/replaci
ng airbag unit
(sport steering
wheel)



Warning!

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.



Important!

Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag triggering.



Necessary preliminary tasks: Disconnect battery negative lead Remove shift paddles for automatic transmission



Insert Torx screwdriver (T25) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 1.5 cm).

Increase pressure on spring leg (concealed) using Torx screwdriver (T25) until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly

positioned.

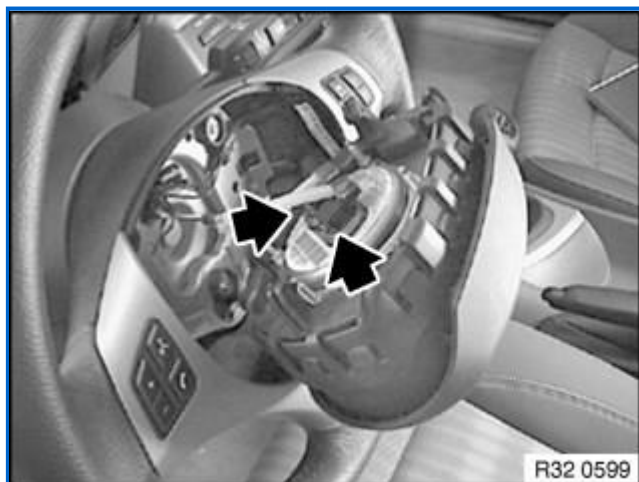
Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



Warning!

Risk of injury!

Airbag unit may only be set down with the airbag itself facing upwards.



Tilt airbag unit forwards.

Disconnect plug connections and remove
airbag

Installati

Connect plugs to connections of same colour
on airbag