



## Recall Campaign 16V-071: Driver's Front Air Bag Module E82 E88 E90 E91 E92 E93

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.

This Service Information bulletin supersedes SI B65 16 16 dated July 2017.

### Whats new:


- Situation section updated with mailing information about customer letter
- Affected Vehicles section text updated
- Part number change
- Reference document for all Takata recalls attached

### MODEL

E82 (1 Series Coupe incl M)	E88 (1 Series Convertible)	E90 (3 Series Sedan incl M)	E91 (3 Series Sports Wagon)
E92 (3 Series Coupe incl M)	E93 (3 Series Convertible, incl M)		

For E9x vehicles with option codes 0255, 02XA, 0710, 07XA

### SITUATION

 BMW is conducting a Voluntary Safety Recall involving the 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 air bag recalls.**

Customer notification letters announcing to customers that a remedy is available for their vehicle were mailed starting November 2016 and will be completed by end of September 2017. A copy of this letter is attached.

### AFFECTED VEHICLES

There are approximately 430,000 E82/E88, E90/E91/E92/E93 vehicles in the US that are equipped with non-desiccated Takata PSDI-5 inflators.

Model	Series	Model Year	Approx .Volume	Production Dates
1 Series Coupe (incl. M)	E82	2008 – 2013	32,620	Nov 2007 – Oct 2013
1 Series Convertible	E88	2008 – 2013	28,160	Nov 2007 – Oct 2013

3 Series Sedan (incl. M)	E90	2006 – 2011	132,845	Feb 2005 – Dec 2011
3 Series Sedan (diesel)	E90	2009 – 2011	4,160	Mar 2008 – Aug 2011
3 Series Sports Wagon	E91	2006 – 2012	3,270	Jun 2005 – May 2012
3 Series Coupe (incl. M)	E92	2007 – 2013	129,515	Apr 2006 – Jun 2013
3 Series Convertible (incl. M)	E93	2007 – 2013	99,810	Nov 2006 – Oct 2013

**UPDATE !** When this recall was first launched, the affected VINs showed the Defect Code 0000001100 as a way to identify that they were subject to the recall. This Defect Code, which could not be used to submit warranty claims pertaining to this recall is no longer displayed. **Instead, Defect Code 00 32 35 02 00 is now displayed in the “Open Campaigns” paragraph of the Warranty History Inquiry on DCSnet and in the key reader; this new defect code can be used to submit warranty claims.**

Key Date	Defect Code	Defect Description	Bulletin Number	Recall Number	Campaign Status	Reported Date
		RECALL: 2006-2011 Recall: Driver's Front Air Bag	00 32 35 02 00	000 000 000	Open	

**UPDATE !** The interim Defect Code 0000001100 has now been moved to Campaign Summary as in the example below:

Key Date	Defect Code	Defect Description	Bulletin Number	Recall Number	Campaign Status	Reported Date
		RECALL: 2006-2011 Recall: Driver's Front Air Bag	00 32 35 02 00	000 000 000	Open	

## NON-AFFECTED VEHICLES

Within the BMW “Model” groups identified above, there are vehicles which are not equipped with the “non-desiccated” Takata PSDI-5 inflators”. The air bags fitted on these vehicles were sourced from a different manufacturer, therefore they are not affected by this recall. These VINs will not be flagged and the customers will not receive a letter.

## CORRECTION

Replace the driver’s front air bag assembly.

## 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 airbag 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)



**UPDATE!**

Note: 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.

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 airbag. This is the longest number on the bottom of the label. (The other number can be found on the actual gas generator below the barcode)



### PARTS INFORMATION

**Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin.**

**Performing a part number look-up in ETK by VIN or model will result with the wrong part(s) being invoiced and installed.**

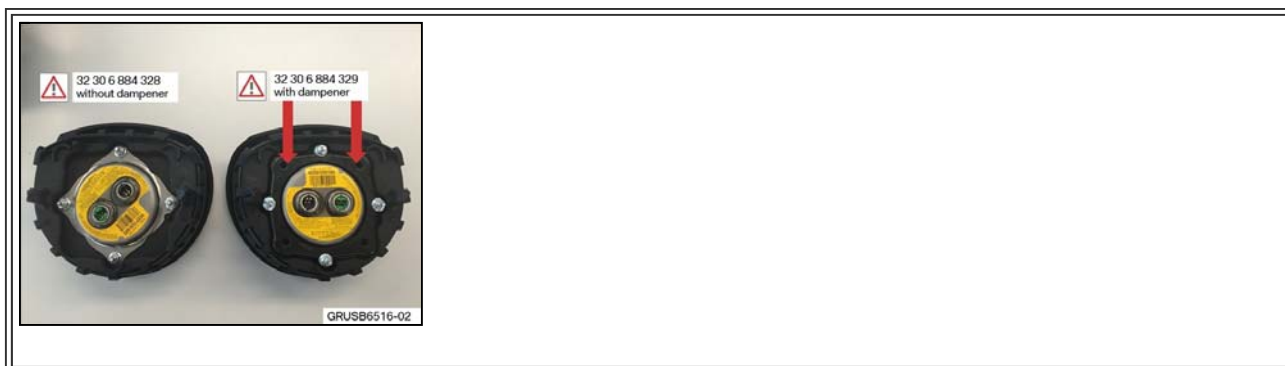
Part Number	Description	Quantity
<b>UPDATE!</b> 32 30 6 884 313	airbag module driver's side base without vibration absorber (for all E82, E88, E91 and E92) or (for all E90 and E93)	1
(Desiccated)		
or 32 30 6 884 664		
	OR	
<b>UPDATE!</b> 32 30 6 884 314	airbag module driver's side with a vibration absorber (on E90 only with engine S65 or M57Y) and ( on E93 only with engine S65 or N54T or N55)	1
(Desiccated)		
or 32 30 6 884 664		



**UPDATE!**

**Note: Original part coming out of the vehicle may not match the replacement part.**

**This applies to vehicles originally equipped with or without a dampener. Refer to the photos below:**



## PARTS RETENTION AND RETURN

The parts replaced to perform and submit for this Recall repair 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.

Upon claim payment, a DCSnet part return tag will be generated for the driver's front air bag module with special handling instructions.

- Please DO NOT return these recalled air bag modules directly to Lightning Resources or the WPRC.

**Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.**

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

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. Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

SCTakataRestraints\_International@XPO.com

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

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly)

## WARRANTY INFORMATION

<b>Defect Code:</b>	<b>0032350200</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 64 072	5 FRU	Replace the driver-side front airbag (Main work)



Note: The serial number of the new air bag module must be entered as in the comment

field of the warranty application. The claim will be rejected if the serial number is missing from the warranty claim.

### Mobile Assistance - Off Site Repair

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Assistance “Off-Site” Repair which includes an additional labor allowance.

Qualifying BMW centers are those that currently own and operate a Mobile Assistance Program vehicle. Other centers that may qualify are those have officially registered their interest in conducting mobile service and mobile assistance work for the BMW Roadside Assistance Program.

If you have not already registered, please send an email with contact information to [roadside.assistance@bmwna.com](mailto:roadside.assistance@bmwna.com).

Additional information can be found in the Mobile Assistance program guide in CenterNet, it is located under the Customer Relations menu.

### Claim - Labor Reimbursement

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operation’s published KSD2 flat rate unit (FRU) allowance at a of “rate of 150 percent.” This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

### Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the “on-call” technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period of time (for example, on multiple calls), only one on/off punch time is required.

### Claim Submission

In addition to the Takata Air Bag Recall repair order line item, please open an additional line item as describe below:

<b>Defect Code:</b>	<b>85820269TK</b>	<b>Takata Recall - Mobile Assistance Off-Site Repair</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
65 99 000	# FRU*	Additional labor allowance to perform “off-site” repair through Mobile Assistance

### \*Labor Calculation Example

If the special flat rate labor for the Takata Air Bag Recall has a stated allowance of 5 FRU, applying the “rate of 150 percent,” this repair will be reimbursed at a total of 8 FRU as a Mobile Assistance off-site repair:

- Claim the additional “3 FRU” or the “applicable additional FRU amount” using the defect code and labor operation provided above.

**Notes:**

- Round up “half” flat rate units when applicable.
- Identify this line time as “Additional labor for a Mobile Assistance off-site repair.”
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code “65 99 000” is not considered a Main labor operation.

**Reimbursement of 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.

Wednesday, September 13, 2017

**ATTACHMENTS**

View PDF attachment [B651616 Vehicle Storage Agreement -Takata](#).

View PDF attachment [170330 16V-071 QandA Final](#).

View PDF attachment [B651616 Recall Notice](#).

View PDF attachment [B651616 Parts Return Program Instructions](#).

View PDF attachment [B651616 Parts Bulk Ship Return](#).

View PDF attachment [B651616 Final Customer Letter](#).

View PDF attachment [B651616 REPAIR INSTRUCTIONS](#).

View PDF attachment [Takata Recalls Reference 8 24 2017](#).

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## **SAFETY RECALL NOTICE**

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

RE: B65 16 16 Recall 16V-071 – Driver-Side Front Air Bag Module E82 E88 E90 E91 E92 E93

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>
1 Series Coupe (incl. M)	2008 – 2013	32,620	Nov 2007 – Oct 2013
1 Series Convertible	2008 – 2013	28,160	Nov 2007 – Oct 2013
3 Series Sedan (incl. M)	2006 – 2011	132,845	Feb 2005 – Dec 2011
3 Series Sedan (diesel)	2009 – 2011	4,160	Mar 2008 – Aug 2011
3 Series Sports Wagon	2006 – 2012	3,270	Jun 2005 – May 2012
3 Series Coupe (incl. M)	2007 – 2013	129,515	Apr 2006 – Jun 2013
3 Series Convertible (incl. M)	2007 – 2013	99,810	Nov 2006 – Oct 2013

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.

**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: 03/30/2017**

**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 are available.

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

For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall). 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](http://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: 03/30/2017*

**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](http://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: 03/30/2017*

**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](http://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 you request a loaner vehicle and replacement parts are not available, BMW has authorized its Centers to assist customers with their alternate transportation needs.

**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. 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.

**Q14. 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.

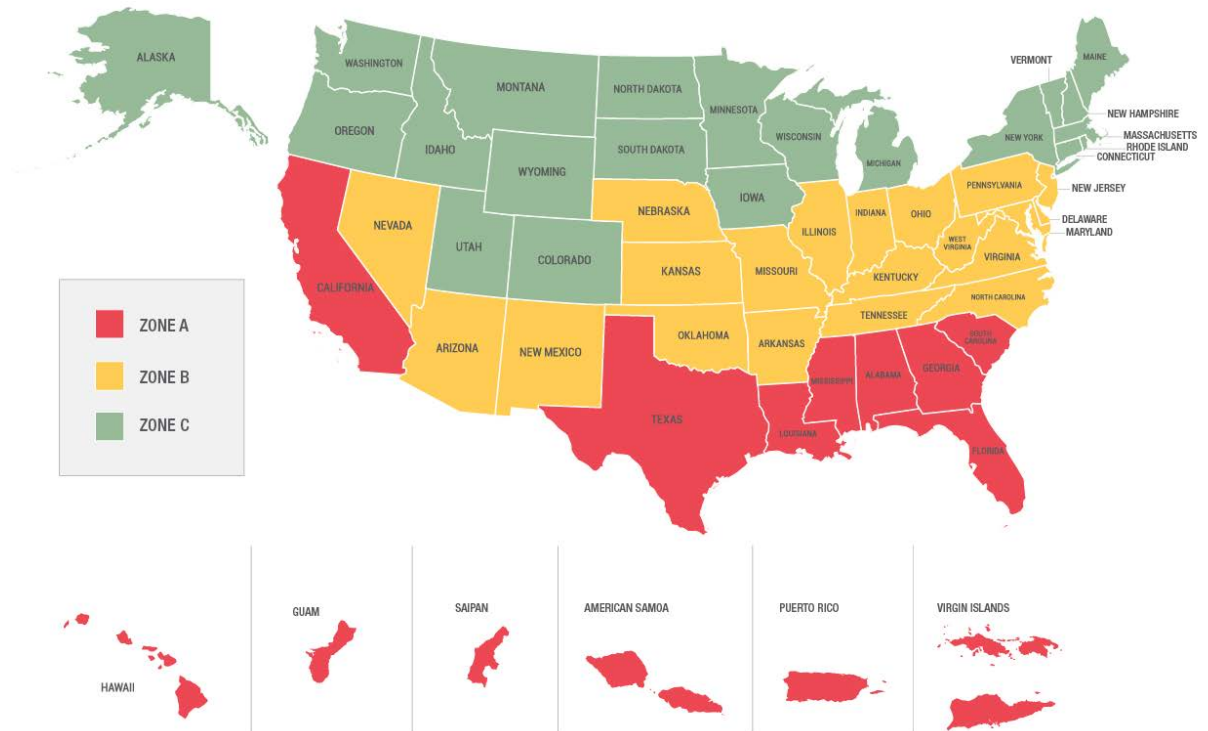
**BMW 1 Series, 3 Series X1 SAV, X3 SAV, X5 SAV and X6 SAC  
 Model Year 2006 - 2015  
 Driver's Front Air Bag Module  
 Safety Recall 16V-071  
 Last updated: 03/30/2017**

**Q15. 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, 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.

**High Absolute Humidity (“HAH”) Definitions**

<b>“HAH” or “A”</b>	Time until unsafe propellant degradation is projected between 6-9 years.
<b>“Non-HAH” or “Non-A”</b>	Covers vehicles that have not been identified by the vehicle manufacturer as having been originally sold or ever registered in the HAH region. <b>This includes Zones B and C.</b>
<b>“B”</b>	Time until unsafe propellant degradation is projected between 10-15 years.
<b>“C”</b>	Time until unsafe propellant degradation is projected between 15-20 years.





## IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle,  
Recall Campaign No. 16V-071: Driver's Air Bag Module

November 2016

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 vehicle in this recall.

### **Why are we contacting you?**

We are pleased to inform you that we have the necessary parts to complete this recall. **Please contact your authorized BMW Center immediately to schedule an appointment to have this important free repair performed as soon as possible.** Visit [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers) to locate your nearest BMW center.

### **What could happen?**

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. **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 the model of your vehicle, either the driver air bag module or inflator will be replaced with a final remedy part. This free repair will take approximately one hour. You may request alternative transportation from your BMW center while your repair is taking place.

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

### **What if I am not the current owner of this vehicle?**

You can update the vehicle ownership or your contact information by filling out the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>.

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

### **What if I have questions or experience problems?**

Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services by calling 1-800-525-7417 or via email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com). For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).

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>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your seat belt at all times.

Sincerely,

BMW of North America, LLC

**Company**

BMW  
of North America, LLC

BMW Group Company

**Mailing Address**

PO Box 1227  
Westwood NJ 07675-  
1227

**Telephone**

(800) 525-7417

**Fax**

(201) 930-8362

**E-mail**

CustomerRelations@  
bmwusa.com

**Internet**

bmwusa.com



## IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD –

### Repuesto definitivo disponible

Este aviso se aplica a su vehículo,  
Campaña de retirada n.º 16V-071: Módulo de airbag del conductor

Noviembre de 2016

Estimado propietario o arrendatario de BMW:

Le enviamos este aviso según las disposiciones de la National Traffic and Motor Vehicle Safety Act (Ley Nacional de Seguridad de Tráfico y Vehículos Automotrices). BMW AG ha determinado que algunos modelos de vehículos de la serie 1, serie 3 y de las series deportivas X1, X3, X5 y X6 de BMW, correspondientes a los años 2006 a 2015, tienen un defecto que afecta la seguridad de estos vehículos motorizados. Nuestros registros indican que usted es el propietario de un vehículo incluido en esta retirada.

#### ¿Por qué lo estamos contactando?

Nos alegra informarle que tenemos los repuestos necesarios para completar esta retirada. **Póngase en contacto con el centro autorizado de BMW de su localidad para programar una cita a fin de que realicemos esta importante reparación gratuita tan pronto como sea posible.** Visite [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers) para localizar el centro de BMW más cercano.

#### ¿Qué podría pasar?

En caso de que se produzca un choque que requiera la apertura del airbag del conductor, un exceso de presión interna podría producir la ruptura del inflador del airbag y hacer que los fragmentos metálicos del inflador golpeen al conductor o a los pasajeros y les produzcan lesiones graves o la muerte. **Si usted no es la única persona que conduce este vehículo, comparta esta importante información con todos los demás conductores y pasajeros.**

#### ¿Qué hará BMW?

Dependiendo del modelo de su vehículo, se reemplazarán el módulo o el inflador del airbag del conductor por un repuesto definitivo. Esta reparación gratuita llevará aproximadamente una hora. Puede solicitar un transporte alternativo al centro de BMW de su localidad mientras se lleva a cabo la reparación.

Si ya realizó esta reparación por su cuenta, vea la información adjunta relacionada con la elegibilidad posible para recibir un reembolso.

#### ¿Qué ocurre si yo no soy el propietario actual de este vehículo?

Puede actualizar la información de la titularidad del vehículo o su información de contacto completando la tarjeta con respuesta postal paga adjunta o registrándose en <http://www.bmwusa.com/myBMW>.

**Si usted es arrendador del vehículo, las reglamentaciones federales requieren que reenvíe este aviso a su arrendatario dentro de los diez días.**

#### ¿Qué debo hacer si tengo alguna pregunta o si experimento algún problema?

Si tiene alguna pregunta sobre esta retirada, comuníquese con el centro autorizado de BMW de su localidad. En caso de necesitar asistencia adicional, puede ponerse en contacto con el BMW Customer Relations and Services (Servicio de Atención al Cliente de BMW) llamando al 1-800-525-7417 o por correo electrónico a [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com). Para ver las últimas actualizaciones de esta retirada, visite [www.bmwusa.com/recall](http://www.bmwusa.com/recall).

Si el centro de BMW no puede resolver el defecto sin cargo o dentro de un período razonable, puede notificar al administrador de la National Highway Traffic Safety Administration (Administración Nacional de Seguridad de Tráfico en Carreteras), 1200 New Jersey Ave., S.E., Washington, DC 20590, llamar a la Vehicle Safety Hotline (Línea gratuita directa de seguridad vehicular) al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar <http://www.safercar.gov>.

Le garantizamos que nos importa su seguridad y le pedimos sinceras disculpas si esta retirada le causa algún inconveniente. Recomendamos que usted y sus pasajeros utilicen el cinturón de seguridad en todo momento.

Atentamente.

BMW of North America, LLC

**Empresa**  
BMW  
of North America, LLC  
BMW Group Company

**Dirección postal**  
PO Box 1227  
Westwood NJ 07675-  
1227

**Teléfono**  
(800) 525-7417

**Fax**  
(201) 930-8362

**Correo electrónico**  
CustomerRelations@  
bmwusa.com

**Sitio web**  
bmwusa.com

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	3'/E90/Sedan/325i/N52/AUT/ECE/left-hand drive/2010/06	
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!

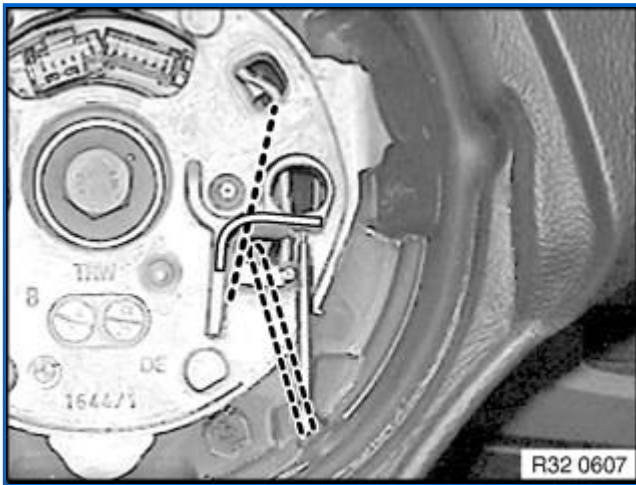


[Steering wheel](#) must be replaced if airbag unit has been triggered!

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.



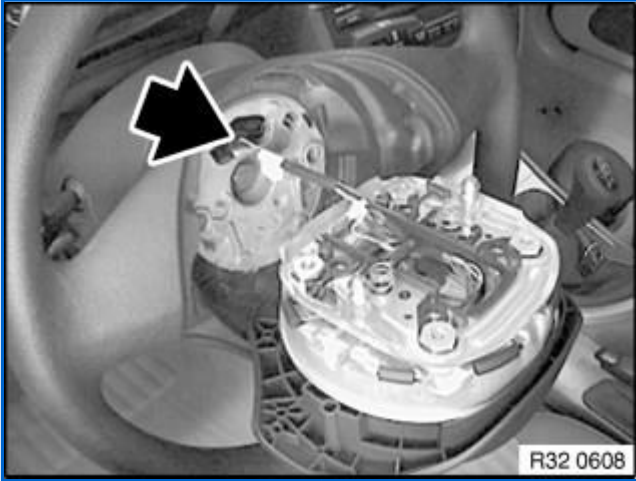
Warning!

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)

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ISTA system version	3.55.10.16319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	3'/E90/Sedan/325i/N52/AUT/ECE/left-hand drive/2010/06	
Int.lev.wor ks	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

---

32 34 030

Removing and installing/replacing 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

.....

# 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)

Defect Code: 00 32 44 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.

## CAMPAIGN DOF – CONTIGUOUS 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. The person packing the used safety device must read and follow the provided instructions.

- **UPDATE!** Dealers must contact Takata/XPO **Once Every 2 Weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. 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.
  - Email: [scfieldaction.14305@xpo.com](mailto:scfieldaction.14305@xpo.com)
  - Phone: 210-250-5079

**NOTE:** 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, **Every Other Week**, for shipping instructions:

- **UPDATE!** Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- **UPDATE!** 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.
- **UPDATE!** Dealers in Alaska, please contact: [SCTakataRestraints\\_International@xpo.com](mailto:SCTakataRestraints_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words “Restraints” and “International”.
  - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)

**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.

# TAKATA RECALLS.

## Definitions/ number of vehicles – Older Cars.

Recall No.	Model	Model Year	Approximate Vol.	Airbag Type
14V-428	3 series (SIB 651714)	2000-2006	574,012	(Passenger)
13V-172	3 series (SIB 651513)	2002-2003	43,208	(Passenger)
15V-318	3 series, 5 series, X5 (SIB 651115)	2002-2006	420,661	(Driver Side)
15V-318	3 series, 5 series, X5-(FL,HI,PR ) (SIB 651115)	2002-2006	54,445	(Driver Side)
17V-047	Spare Parts (SIB 650217)	2000-2003	230,000	(Driver Side)



- All owners letters were mailed
- These vehicles are subject of the present Stericycle outreach effort.
- Please ensure that you have one point person in your BMW Center assigned to work with Stericycle.
- Stericycle is using mailers, emails, text message and live phone calls to reach out to customers. When they reach a customer on the phone, they attempt to make an appointment for them at the dealer of their choice, to have the airbag replaced.



# TAKATA RECALLS.

## Definition/ number of vehicles – X Models.

New year => new recall no.

Recall No. 16V-364

17V-020

18V-XXX

Recall No.	Model	Model Year	Approximate Volume	Airbag Type
16V-071	X5 SAV (SIB 651416)	2007 – 2013	214,580	(Driver Side)
	X5 SAV (SIB 651416)	2009 – 2013	35,440	(Driver Side)
	X6 SAV (SIB 651416)	2008 – 2014	37,000	(Driver Side)
	X6 SAV Hybrid(SIB 651416)	2010 – 2011	365	(Driver Side)
	X3 SAV (SIB 651516)	2007 – 2010	64,925	(Driver Side)
	X1 SAV (SIB 650917)	2013 – 2015	57,290	(Driver Side)

Expansion to passenger side

2007-11	66,524
2009-11	16,087
2008-11	9,026
2010-11	169
(SIB 65 19 16)	

Expansion to passenger side

48,000 vehicles
X5 and X6
(SIB 650817)



- Affected Vehicles: 409,600.
- Previously the X1s were included SIB 651416 .
- Now the X1's have been split from this group. They are mentioned in a separate SIB 650917 because;
  - The repair method changed
  - The parts numbers changed
 The VIN's affected have not changed.

# TAKATA RECALLS.

## Definition/ number vehicles – Newer Cars.

Recall No.	Model	Model Year	Approximate Vol.	Airbag Type
<b>16V-071</b>	1 Series Coupe (SIB 651616)	2008-2013	32,620	(Driver Side)
	1 Series Convertible(SIB 651616)	2008-2013	28,160	(Driver Side)
	3 Series Sedan (incl. M) (SIB 651616)	2006-2011	132,845	(Driver Side)
	3 Series Sedan (Diesel) (SIB 651616)	2009-2011	4,160	(Driver Side)
	3 Series Sports Wagon(SIB 651616)	2006-2012	3,270	(Driver Side)
	3 Series Coupe (incl. M) (SIB 651616)	2007-2013	129,515	(Driver Side)
	3 Series Convertible (incl. M) (SIB 651616)	2007-2013	99,810	(Driver Side)



- Affected Vehicles: 430,380.
- In order to supplement the letters mailed to these owners, an outreach effort consisting of an RSVP Program will be launched in September 2017. BMW will coo the costs of clinics specifically designed to invite customers to come to the workshop outside business hours and have their airbags replaced (example on a Saturday or in the evening).
- Event will be promoted on the Q3 Aftersales Roundtable, Dealer Direct, Bulletin and through the field teams including Service Retention Field Force.
- Proactive approach of dealers with the largest impact based on affected cars in PMA as parts availability continues to improve.
- Use of Urban Science Customer Database to avoid overlap of communication and produce effective outreach to most likely to be correct customer addresses.