




SI B65 15 16
Audio, Navigation, Monitors, Alarms, SRS

August 2017
Technical Service

Recall Campaign 16V-071 Driver's Front Air Bag Module E83

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 15 16 **dated July 2017**

What's New:


- Part number change
- Final Letter mailed
- Updated Q&A attached

MODEL

E83 (X3)

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 2007-2010 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.

 Final letters for vehicles in Priority Group 4 and 5 were mailed between March 31, 2017 and July 31, 2017. A copy of the final letter is attached. Final letters for vehicles in Priority Group 6 are scheduled to be mailed by September 29, 2017.

Concerned Customers: BMW is following the NHTSA mandated priority groupings which are based on the age of the air bag, the geographic location where the vehicle has been operated and the location of the air bag in the affected vehicle. Older vehicles, locations with high absolute humidity and driver's front air bag are a higher risk, and therefore have a higher priority.

Additional Information:

- 16V-071 Q&A Document: Refer to last question, Q15.
- NHTSA Priority Groupings as it applies to BMW: Refer to B08 02 17

We summarized these groupings for BMW in SI B08 02 17. Mailings inviting customers to come in for repairs are sent out periodically, following the timing and the priority grouping detailed below in the paragraph STATUS BY RECALL. To set the customer's expectations, please do not make an appointment until you have a part for that customer.

Should a customer insist on a replacement air bag right away but is in a priority group that has been planned for a later date, please follow the below steps in order listed (please exhaust each option before moving to the next):

1. Please explain to the customer the geographic zones from the Q&A and their priority group timing and let them know that they will be contacted when their priority group is due for air bag replacement, based on the NHTSA risk analysis.
2. If extreme circumstances arise, advise the customer that you will utilize the escalation process through BMW Customer Relations on his/her behalf by emailing CRNJ_16V071_Escalation@bmwna.com. Include the following information and BMW Customer Relations will attempt to call the customer back the same business day (customer name, VIN, phone number, email, preferred time/availability). During this escalation, BMW will either send a replacement part or provide alternate transportation.

AFFECTED VEHICLES

There are approximately 65,000 affected vehicle in the US.

Model	Series	Model Year	Approx .Volume	Production Dates
X3 SAV	E83	2007 – 2010	64,925	Aug 2006 – Aug 2010

When this recall was first launched, the VINs affected were showed the Defect Code 00001100 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 35 32 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.

This same Defect Code 00 35 32 00 is also now displayed in the Key Reader, in ISPA and in AIR. **Always reference open campaigns to determine if the vehicle is part of this recall, additionally please review the vehicle comments**

Open Campaign Information	
Campaign Code	Campaign Description
RP020117	Recall B160410 no action at this time
RP020108	2007-2010 BMW X3/E83 ESP/ESC sensor wiring pins
SS2408100	ESC Programming control module (chassis)
RP020108	Recall B160410 New Vehicle Comments for X
SS1403200	B160410 Inspect Brake Booster Vacuum Sys
RP020108	ESC (with SAE J286) Replacing seat belt pre-tensioners
SS1403200	Recall B160410 New Vehicle Comments

GRUSB6517-01

Below is an example for the interim Defect Code 0000001100 moving to Campaign summary:

Campaign Summary	
Defect Code	Defect Description
0000001100	Defect for Recall Driver Front Airbag (FV) Side Site
RP020108	Recall B160410 New Vehicle Comments for information
RP020117	Recall B160410 no action at this time
RP020108	2007-2010 BMW X3/E83 ESP/ESC sensor wiring pins
SS2408100	ESC Programming control module (chassis)
RP020108	Recall B160410 New Vehicle Comments for information
SS1403200	B160410 Inspect Brake Booster Vacuum Supply Line
RP020108	Recall B160410 New Vehicle Comments for information
SS1403200	Recall B160410 New Vehicle Comments

GRUSB6517-02

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” type air bag. 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 air bag assembly:

- REP 32 34 020 - Removing and installing/replacing air bag unit (from 09/2006)
- REP 32 34 030 - Removing and installing/replacing air bag unit (sport steering wheel)

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 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. (The other number can be found on the actual gas generator below the barcode)

PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure.

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
32 30 6 884 311 (desiccated)	Air bag module driver's side base 1	1
OR		
 32 30 6 884 660	Air bag module driver's side base 1	1
	OR	
32 30 6 884 312 (desiccated)	Air bag module, driver side Sport (SA0710 or SA0255)	1
OR		
 32 30 6 884 661	Air bag module, driver side Sport (SA0710 or SA0255)	1

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.

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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

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 64 072	5 FRU	Replace air bag module, driver's side

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.

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:

Defect Code:	85820269TK	Takata Recall - Mobile Assistance Off-Site Repair
Labor Operation:	Labor Allowance:	Description:
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.

ATTACHMENTS

View PDF attachment [B651516 Parts Return Program Instructions.](#)

View PDF attachment [B651516 Parts Bulk Ship Return.](#)

View PDF attachment [B651516 Vehicle Storage Agreement -Takata.](#)

View PDF attachment [B8 0216 20a Safety Recall 16V071.](#)

View PDF attachment [B651516 48242 Recall Ltr 16V-071 PROOF.](#)

View PDF attachment [B651516 170414 16V-071 QandA Final.](#)

View PDF attachment [B651516 Recall Notice.](#)

View PDF attachment [B651516 REP-32-34-020 E83.](#)

View PDF attachment [B651516 REP-32-34-030 E83.](#)

View PDF attachment [B8 0216 20a Safety Recall 16V071.](#)

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



Pre-Owned Sales Bulletin

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

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

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

Dealer Q&A - February 26, 2016

SALES			
Is there any update on parts availability?	No. However, we are aggressively pursuing parts availability solutions.		
Is there any update to the stop sale status of impacted safety recall vehicles?	No. There is no further update at this time. The stop sale for both retail and wholesale continues as previously defined.		
When and how will customers with impacted vehicles be contacted about the recall?	BMW NA will send out official recall letters to customers in waves no earlier than March 14 th . All letters will be mailed no later than April 4 th .		
What are the specifics of the BMW NA floorplan and depreciation/storage assistance package?	The BMW NA floorplan and depreciation/storage assistance package will be available for <u>all</u> dealers regardless of floorplan provider. The package will cover <u>all</u> BMW vehicles subject to the stop sale acquired by the following methods: trade-ins, off-lease purchase and auction/BMWGroupDirect.com. The package will be paid monthly from the time of stop sale until an impacted vehicle is repaired. Details are as follows:		
	Non-FS Floorplan Dealers – Monthly assistance per car:		
		MY12 & later	MY11 & earlier
	X5 / X6	\$650	\$550
	1 Series / 3 Series / X1	\$550	\$450
	FS Floorplan Dealers – Monthly assistance per car:		
		MY12 & later	MY11 & earlier
	X5 / X6	\$600	\$500
	1 Series / 3 Series / X1	\$500	\$400
	PLUS Free Flooring (Applied directly to FS credit line)		
All impacted vehicles will also be eligible for a re-inspection allowance of \$300 for CPO vehicles and \$200 for non-CPO vehicles upon RDR once the stop sale ends.			
BMW NA reserves the right to audit, modify, optimize or cancel the assistance package as it deems necessary.			

SALES	
If I take in an impacted trade or off lease vehicle today, will it also qualify for the BMW floorplan and depreciation/storage assistance package?	Yes. Any impacted vehicles acquired before the stop sale was announced or while the stop sale is in effect, will qualify for the same financial assistance defined in the grid above.
What do I need to do to receive payment on the depreciation/storage assistance package?	<u>No action is required on your part.</u> BMW NA will cross-match the impacted VINs to your POIS inventory at each month end. All impacted vehicles must be entered in POIS as either used or CPO to qualify for the monthly financial assistance. Please make sure that you omit the price in POIS to ensure the impacted vehicle does not show up on cpo.bmwusa.com.
How will I get paid?	BMW NA will pay you via the miscellaneous billing process. It will appear on your monthly settlement statement. We will initiate the payment process beginning month-end February. Any impacted VINs in inventory as of 2/29/2016 will get paid in March. The same process will continue monthly thereafter.
Will BMW NA provide any special CPO sales support for sales stop impacted vehicles once repaired?	Yes. BMW NA will offer special low APR CPO rates on all MY12 and later impacted sales stop vehicles as long as CPO requirements are properly met for each VIN after the vehicles are repaired.
As a BMW dealer may I deactivate any air bag?	No.
Will BMW NA offer any support to impacted customers who don't feel comfortable driving their car?	<p>Yes. Please remind your customers that they may continue driving their BMWs, as we are not aware of a ruptured inflator in any of our vehicles associated with this recall.</p> <p>BMW NA is developing a complete dealer toolbox including loyalty incentives, loaner vehicles incentives, lease extensions, etc. as well as a decision tree on how to prioritize these tools.</p> <p>Details to follow before the customer recall letters go out.</p>

FULL CIRCLE DEALERS	
Will dealers receive any Full Circle purchase relief for off-lease required purchases on <u>impacted vehicles</u> during the stop sale?	<p>Yes. Dealer has the option to consign any impacted vehicle without being charged a Mulligan. Please be aware this is a manual adjustment that will be posted to Infobahn as soon as possible.</p> <p>If Dealer elects to purchase a vehicle impacted by the recall they are eligible for:</p> <ul style="list-style-type: none"> Purchase price adjusted to reflect Dynamic Price (DP) minus a Series specific adjustment. Monthly payment to offset depreciation incurred by holding vehicle. Ability to earn 1 Discretionary Pull Ahead (DPA) for every 3 recall affected vehicles purchased. Financial assistance packages for both FS and non-FS floorplan dealers defined above. <p>BMW NA reserves the right to audit, modify, optimize or cancel the assistance package as it deems necessary.</p>
If I have already purchased an impacted off-lease vehicle can I get Mulligan relief?	No. These vehicles are eligible for the floorplan/depreciation/storage financial assistance package defined above.
If I have already purchased an impacted auction vehicle can I return the vehicle?	No. These vehicles are eligible for the floorplan/depreciation/storage financial assistance package defined above.
Can I use the current DPA program to get a customer out of their current vehicle impacted by the recall?	Yes. However, the required purchase aspect of DPA is still in place.

FULL CIRCLE DEALERS	
Are we able to offer affected customers at the end of their lease a lease extension?	Yes, all affected customers are currently automatically eligible for a 1-2 month lease extension without a new car on order. Customers with a production number are eligible for a 6 month extension. In either case, we will provide support to those customers for their loyalty.
SERVICE LOANER/RENTAL CARS	
Should BMW dealers provide concerned impacted customers with a service loaner or rental vehicle?	Yes. BMW dealers should provide alternate transportation to any customer that requests one while their vehicle is awaiting remedy parts. Customers may be offered a rental vehicle per current AMP guidelines.
Will BMW NA allow a temporary expansion to a dealer's AMP fleet?	<p>Yes. BMW NA will offer loaner fleet increase opportunities for both new and off-lease vehicles, including special financial support, to meet the needs of the many customers impacted by the safety recall.</p> <p>Late model year customers (i.e., MY12 and later) should be prioritized into AMP-up Customer Care <u>new</u> vehicle service loaners based on availability.</p> <p>Customers with MY11 and earlier impacted vehicles may be offered off-lease loaners to enhance the customer experience (program details to be announced next week) in lieu of a rental vehicle.</p> <p>Details to follow before the customer recall letters go out.</p>
How long should a customer be kept in a service loaner?	A customer may remain in a service loaner until their impacted vehicle is remedied. The customer may be transferred to a new service loaner at the dealer's discretion at any time to manage fleet efficiently.
Can BMW service loaners included in the safety recall be loaned out to customers?	No.
How can BMW dealers confirm if a service loaner is included in the recall?	Service loaners must be checked in DCSnet Warranty Vehicle Inquiry.
Will customers be required to continue to make their monthly payment to BMW FS while waiting for repair?	Yes.

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

Contact information:

Technical questions: recall16v-071@bmwna.com

Sales questions: bmwcpo@bmwna.com

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As a BMW dealer may I deactivate any air bag?	No.
Will BMW NA offer any support to impacted customers who don't feel comfortable driving their car?	<p>Yes. Please remind your customers that they may continue driving their BMWs, as we are not aware of a ruptured inflator in any of our vehicles associated with this recall.</p> <p>BMW NA is developing a complete dealer toolbox including loyalty incentives, loaner vehicles incentives, lease extensions, etc. as well as a decision tree on how to prioritize these tools.</p> <p>Details to follow before the customer recall letters go out.</p>

FULL CIRCLE DEALERS	
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Will BMW NA allow a temporary expansion to a dealer's AMP fleet?	<p>Yes. BMW NA will offer loaner fleet increase opportunities for both new and off-lease vehicles, including special financial support, to meet the needs of the many customers impacted by the safety recall.</p> <p>Late model year customers (i.e., MY12 and later) should be prioritized into AMP-up Customer Care <u>new</u> vehicle service loaners based on availability.</p> <p>Customers with MY11 and earlier impacted vehicles may be offered off-lease loaners to enhance the customer experience (program details to be announced next week) in lieu of a rental vehicle.</p> <p>Details to follow before the customer recall letters go out.</p>
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Can BMW service loaners included in the safety recall be loaned out to customers?	No.
How can BMW dealers confirm if a service loaner is included in the recall?	Service loaners must be checked in DCSnet Warranty Vehicle Inquiry.
Will customers be required to continue to make their monthly payment to BMW FS while waiting for repair?	Yes.

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

Contact information:

Technical questions: recall16v-071@bmwna.com

Sales questions: bmwcpo@bmwna.com



IMPORTANT SAFETY RECALL – Final Remedy Available

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

August 2017

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 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?

For the latest updates to this recall, please visit www.bmwusa.com/recall. 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.

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

Spanish translation on back side
Traducción en español al dorso



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

Agosto de 2017

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 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?

Para ver las últimas actualizaciones de esta retirada, visite www.bmwusa.com/recall. 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.

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

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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: 04/14/2017

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 started to arrive in August 2016.

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. 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: 04/14/2017

The mailings will be staggered. The mailing schedule for the driver's front air bags is as follows:

Priority Group	Model	Mailing Start Date	Mailing End Date
4	X5 & X6	November 1, 2016	May 15, 2017
4	X3	March 31, 2017	June 30, 2017
4	1 & 3 Series	November 1, 2016	July 28, 2017
5	X5 & X6	June 30, 2017	June 30, 2017
5	X3	June 30, 2017	July 31, 2017
5	X1, 1 & 3 Series	August 11, 2017	September 15, 2017
6	X5	September 30, 2017	September 30, 2017
6	X3	September 30, 2017	September 30, 2017
6	X1, 1 & 3 Series	September 30, 2017	September 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. 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.

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: 04/14/2017

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.

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 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-

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: 04/14/2017

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.

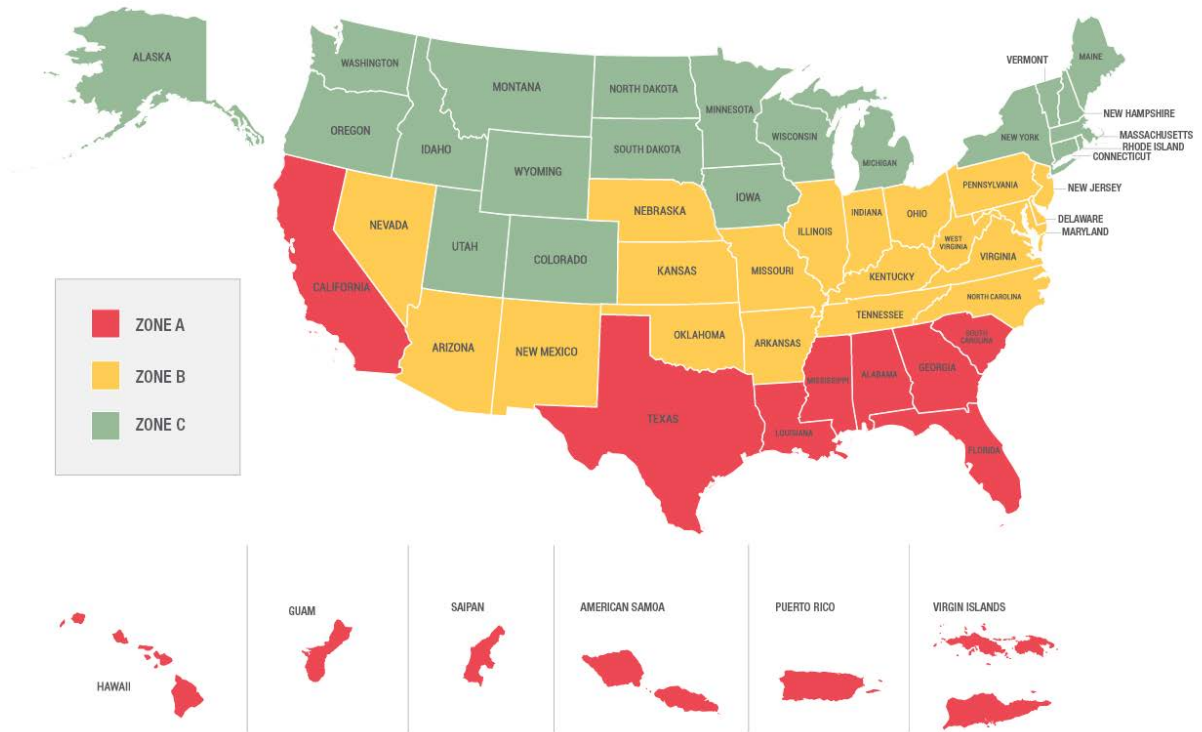
Q15. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?

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

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

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: 04/14/2017



SAFETY RECALL NOTICE

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

RE: B65 15 16 - Recall Campaign 16V-071: Driver's Front Air Bag Module E83

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>
X3 SAV	2007-2010	64,925	Aug 2006 – Aug 2010

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.

REP-REP-RAE8332-3234020FL Removing and installing/replacing airbag unit (from 09/2006), VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	X'/E83/off-road vehicle/X3 3.0i/N52/AUT/US/left-hand drive/2008/05		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

32 34 020

Removing and
installing/replacing
airbag unit (from
09/2006)



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!

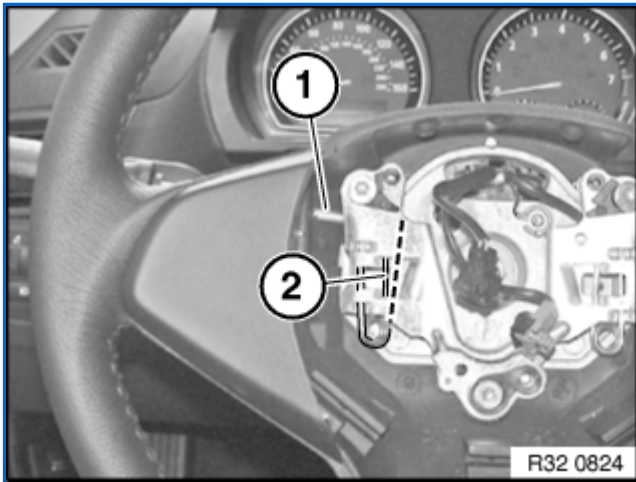
Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag triggering .



Necessary preliminary tasks:

- Disconnect battery negative lead



Insert Torx screwdriver T30 (1) horizontally into opening on reverse side of steering wheel until a spring resistance is felt (approx. 4 cm).

Press spring leg (2) with Torx screwdriver (1) up to stop and pull airbag unit away from steering wheel.

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.



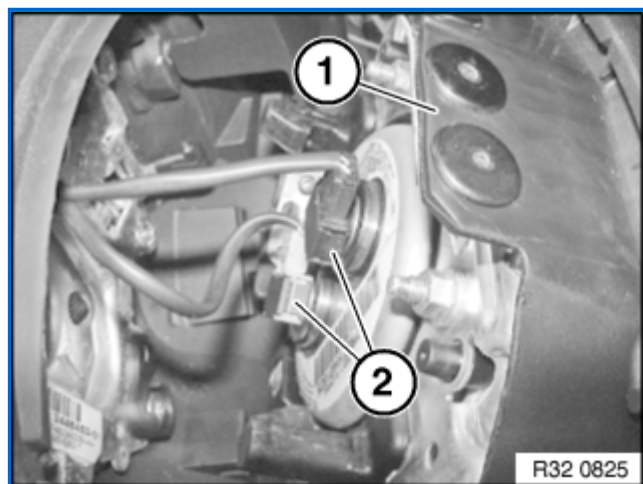
Warning!

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-RAE8332-3234030 Removing and installing / replacing airbag unit (sport steering wheel), VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	X'/E83/off-road vehicle/X3 3.0i/N52/AUT/US/left-hand drive/2008/05		
Int.lev.works	-	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.

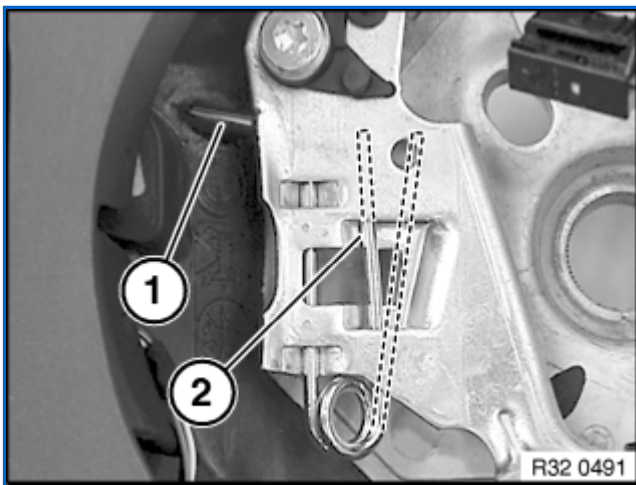


Necessary preliminary tasks:

- Disconnect battery negative lead



Insert Torx screwdriver (T30) horizontally into opening on reverse side of steering wheel up to stop (approx. 4.5 cm).



Increase pressure with Torx screwdriver T30 (1) on spring leg (2) until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

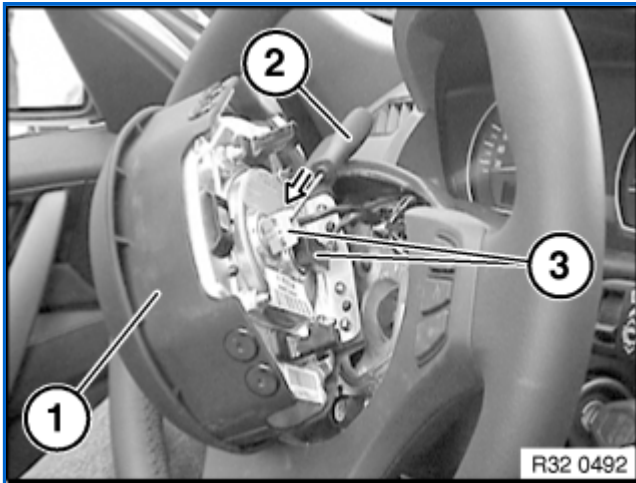
Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.

Warning!



Danger of injury!

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



Tilt airbag unit (1) slightly to one side.

Slide screwdriver (2) from front into both plug connections (3) until cover lifts off.

Disconnect plug connections (3).

Remove airbag unit (1).

Installation:

Connect plugs to connections of same colour on airbag unit.

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
- Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : 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.

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
 - 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

SI B65 15 16 - Recall Campaign 16V-071: Driver's Air Bag Module

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 15 16 - Recall Campaign 16V-071: Driver's Air Bag Module

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
 - Phone: 210-250-5079

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- **UPDATE!** Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
- **UPDATE!** Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
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 - 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

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.