



RECALL CAMPAIGN 16V-071: DRIVERS FRONT AIR BAG MODULE E70(X5) E71(X6) E72(X5 HYBRID)

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 replaces SI B65 14 16 dated **May 2017**

WHATS NEW:


- E84(X1) vehicles were removed from this SIB and new SI B65 09 17 was created. The number of VIN's affected has not changed with the introduction of this bulletin.
- E84(X1) was moved to a standalone bulletin since the repair procedure is now different than E7x (X5, X6) vehicles. E7x vehicle will continue to receive new gas generators, while the E84 will instead receive an entire air bag assembly.
- Video of procedure modified **for installation of new jumper harness**
- New repair part # added
- Repair instructions modified to replace jumper harness when installing new repair part
- Final customer letter, Q&A, Reference document for all Takata recalls attached

MODEL

E70 (X5 including M & Diesel Engine)	E71 (X6 including M)	E72 (X6 ActiveHybrid)
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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 2007-2015 have not been part of earlier Takata-related air bag recalls

 Final letters started mailing in November 2016 to customers living in High Absolute Humidity (HAH) areas or customers who have resided in HAH areas. A copy of the final letter is attached. All Priority Group 4 and 5 vehicles received a final letter by the end of August 2017. Final letters for Priority Group 6 vehicles 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. Should the customer not be convinced and they still insist to have their airbag replaced, please use the special allocation of parts that the Parts Department has provided you exclusively for these customers, and replace their air bag. Provide them alternate transportation while their vehicle is being repaired. Please note, orders for the special allocation of parts were placed on your behalf beginning April 2017.
3. 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, and preferred time/availability).

AFFECTED VEHICLES

UPDATE!

There are approximately 282,000 affected vehicles in the US.

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

When this recall was first launched, the VINs affected 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.

This same Defect Code 00 32 35 02 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

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vehicle comments

Open Campaign Information									
Year	Make	Model	Defect Code	Defect Description	Build Number	Recall Number	Campaign Status	Reserved By	Reserved Date
2013	BMW	BMW	0000001100	Recall Driver's Front Air Bag	000 04 10	10V-071	00-Open		

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

Campaign Summary											
Year	Make	Model	Defect Code	Defect Description	Build Number	Recall Number	Campaign Status	Reserved By	Reserved Date	Created By	Created Date
2013	BMW	BMW	0000001100	Recall Driver's Front Air Bag	000 04 10	10V-071	00-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" 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 gas generator assembly.

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

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

PROCEDURE

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

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

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

UPDATE ! A video documenting this repair can be found here:

<https://tinyurl.com/ybylhv3b>

	<p>UPDATE ! The Repair Kit gas generator p/n 32 30 6 884 813 is</p>
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installed utilizing the existing wiring harness in the vehicle.



The new Repair Kit gas generator p/n 32 30 6 888 429 is installed utilizing a new jumper wiring harness that is installed between the generator and the steering wheel assembly.



Note: This harness **MUST BE USED** with this generator!

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

If the entire air bag is replaced instead of just the gas generator, we will 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 attached checklist must be followed. A second technician is required to perform a visual check of the air bag cavity to ensure there are no foreign objects. The second technician should also confirm the air bag nuts are torqued properly.

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

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

PARTS INFORMATION

Please monitor DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
32 30 6 884 813	Repair Kit inflator (gas generator) Driver's	1
OR		
 32 30 6 888 429	Repair Kit inflator (gas generator) Driver's. Includes jumper harness	1

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

- Please order the parts for a specific VIN only and not for stock.

- One VIN request per IDS ticket.
- **Please use SI B65 14 16 as the summary of the ticket.**
- **You must let us know what is preventing you from only replacing the gas generator.**
- Please open an IDS ticket include your dealer (ship to location) code, VIN (last 7 digits), part number and your contact information including the address for delivery. Orders will be entered using the VIN and AB (air bag) for the PO **if the required parts are available**. Example PO: LM12345AB

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

Claim Submission.

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

Defect Code:		 0032350200
Labor Operation:	Labor Allowance:	Description:
00 64 070	8 FRU (E70, E71) 9 FRU (E72)	Replace the gas generator for driver-side front air bag (Main work)
Or:		
00 64 073	6 FRU (E70, E71, E72)	Replace the driver-side front air bag (complete) after the replacement of the gas generator could not be properly completed

(Main work)

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.

UPDATE! In the case where the customer paid for the replacement of his/her driver's front air bag module, not as a result of an accident, and due to the fact that the repair addressed the issue described in this Recall Service Information bulletin, please reimburse the customer-paid repair expense as follows:

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to "address the issue" described in this "Recall" Service Information bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and part)
3. Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:
 - Sublet Code "3"
 - Dollar amount (with no markup)
 - Comment: Recall Campaign 16v-071: Drivers Front Air Bag Module E70 E71 E72 - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
 - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the "original" customer pay invoice in your files; this documentation may be requested by BMW during the claim review process).

Note: A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other "unrelated issues" on an affected or non-affected vehicles does not qualify for reimbursement.

This claim submission for the "prior customer-pay reimbursement," when it is submitted as outlined under Defect Code "85 99 00 12 NA," **will not close** the "Open" Safety Recall on the vehicle.

Friday, August 25, 2017

ATTACHMENTS

View PDF attachment [B651416 Parts Return Program Instructions.](#)

View PDF attachment [B651416 Parts Bulk Ship Return.](#)

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

View PDF attachment [B651416 Vehicle Storage Agreement -Takata.](#)

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

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

View PDF attachment [B651416 Recall Notice.](#)

View PDF attachment [Checklist](#).

View PDF attachment [REPAIR INSTRUCTIONS E7x](#).

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

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>
X5 SAV (incl. M)	2007 – 2013	214,580	Sep 2006 – Jun 2013
X5 SAV (diesel)	2009 – 2013	35,440	Mar 2008 – Jun 2013
X6 SAV (incl. M)	2008 – 2014	37,000	Jul 2007 – Jun 2014
X6 SAV ActiveHybrid	2010 – 2011	365	Mar 2009 – Sep 2011

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

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

Reminder: It is a violation of Federal law for you to sell, lease or deliver any vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to a consumer until it is fixed or use/sell replacement equipment/parts subject to a Recall. Note also that substantial civil penalties apply to violations of this law.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

BMW



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.

1



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

Spanish translation on back side
Traducción en español al dorso

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](mailto: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

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. **Pongase 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

Teléfono
(800) 525-7417

Fax
(201) 930-8362

Correo electrónico
CustomerRelations@
bmwusa.com

Sitio web
bmwusa.com

English translation on back side
Traducción en inglés al dorso

Air Bag Generator Replacement E7x

Conditions:

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

Safety:

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

Working Position:

- Whenever possible do not place your body above the airbag

Working Location:

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

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

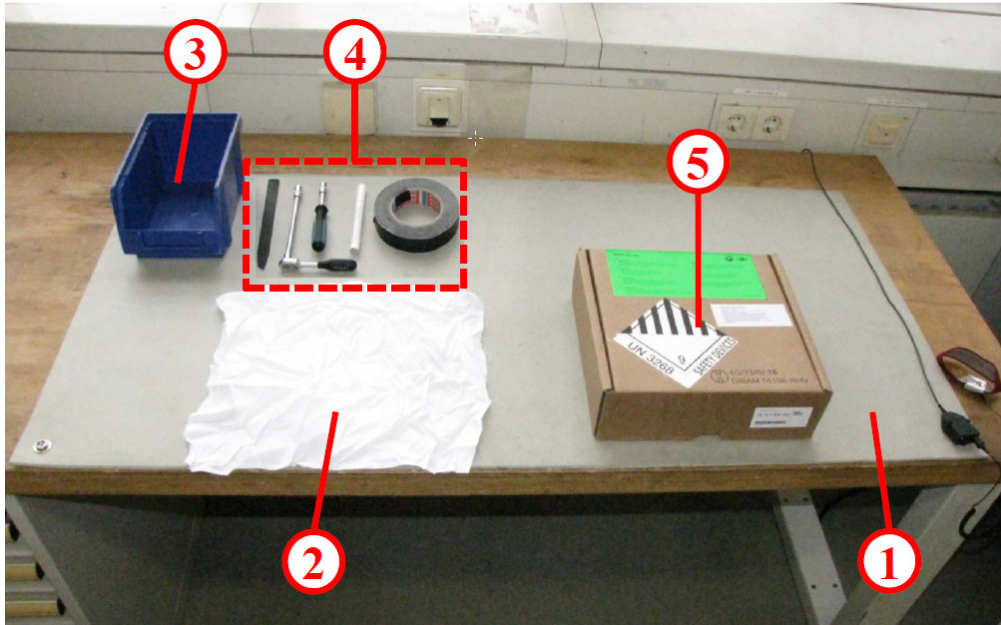
- Threaded bolts are damaged
- Threaded bolts are bent or corroded
- The Generator cannot be removed from the Air Bag without excess force
- If the target tightening torque of the nuts cannot be achieved
- If there is a gap between the Generator & Airbag that is not closed up when tightening the nuts

Order Acceptance:

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

Checklist:

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



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

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

Tools required (4) for the Generator exchange:

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



[2] Remove Air Bag from the vehicle

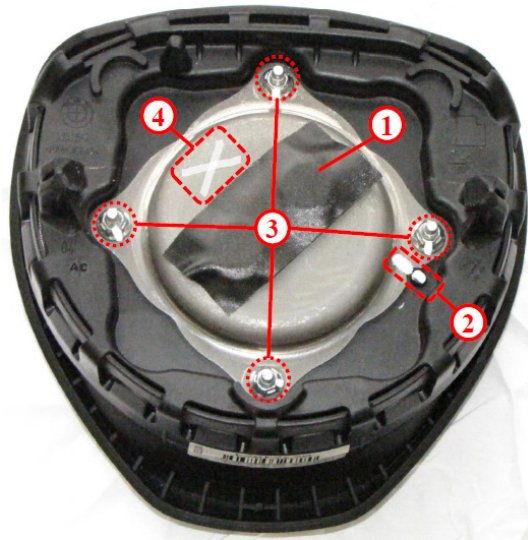
E70 series Steering wheel: see repair instructions REP - REP - RAE7032-3234020)

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

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

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

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



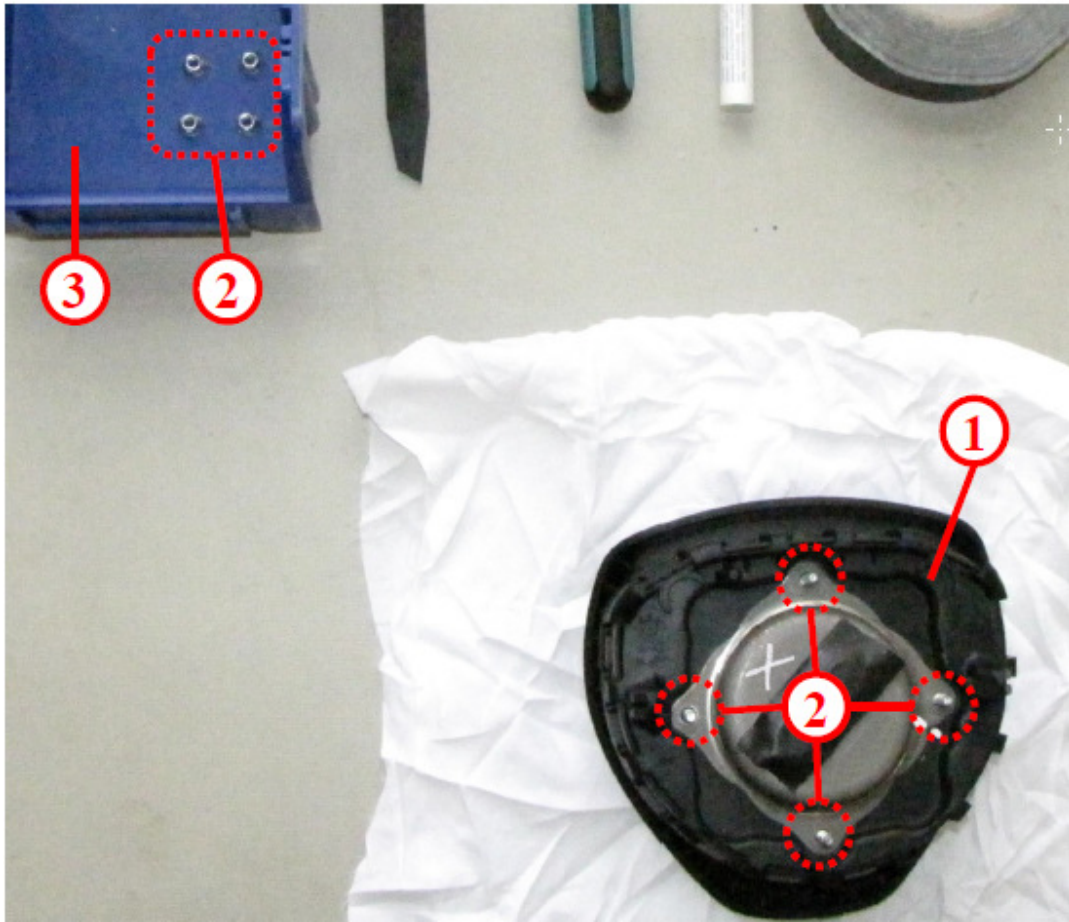
[6] Cover the connections on the old Generator with duct tape (1) so the contacts cannot be touched.

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

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

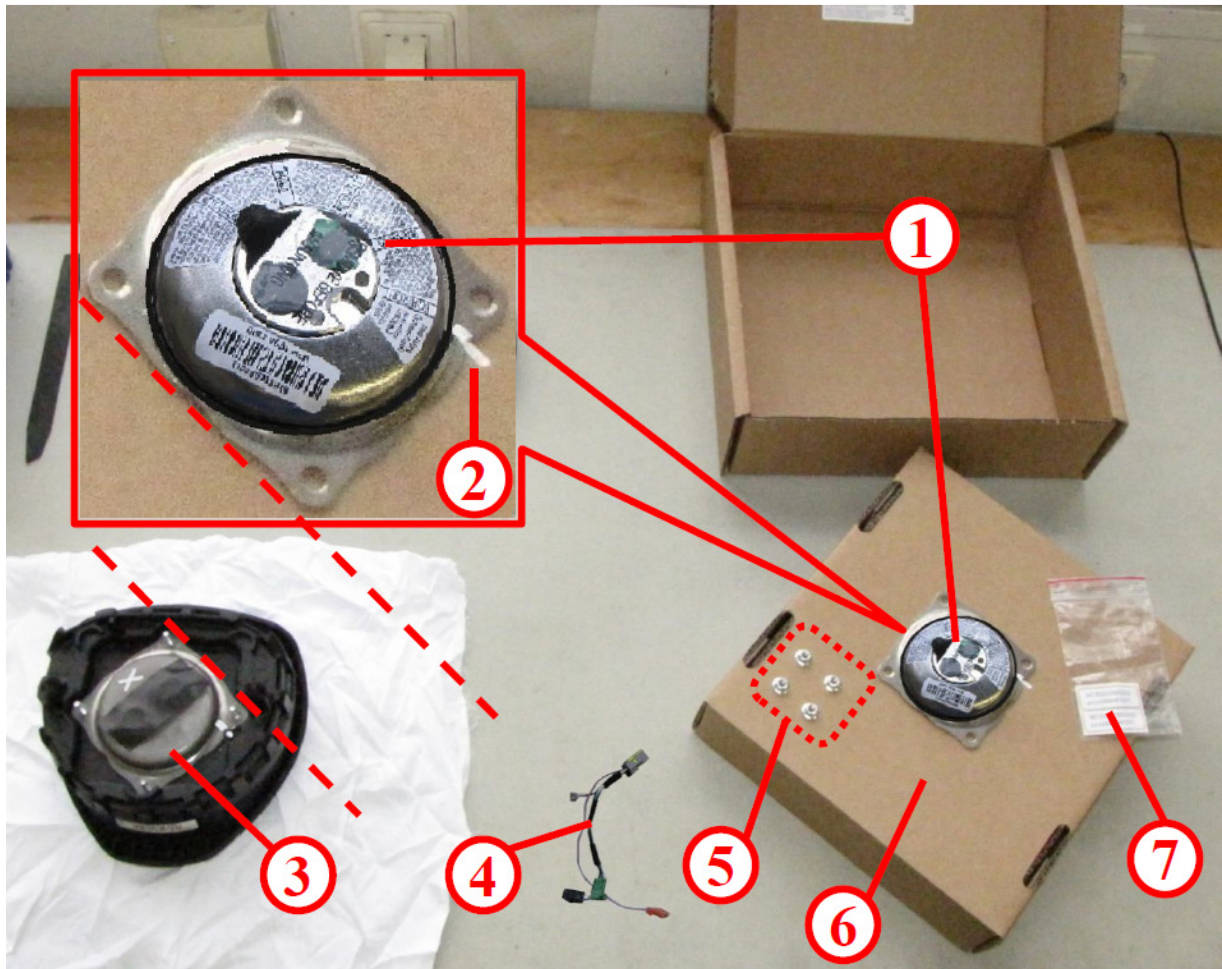
[7] Mark all four nuts (3) with the felt tip marker (to avoid mix up of old/new parts)

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



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

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



[9] Remove the new Generator (1) from the packaging.

Position the new Generator in the same orientation (3) as the original. Dashed lines show how both are oriented in relation to the air bag assembly.

[10] Unpack wiring harness (4), four new nuts (5) and two stickers (7).

Note: Both stickers (7) are the same and are only in the step [18] is needed.

[11] Mark orientation (2) of the new Generator (1) to match the original Generator (3) markings (from Step [6]) with a felt tip marker.



[12]

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

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

ATTENTION:

Do not use hard, sharp tools!

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

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



[13]

ATTENTION:

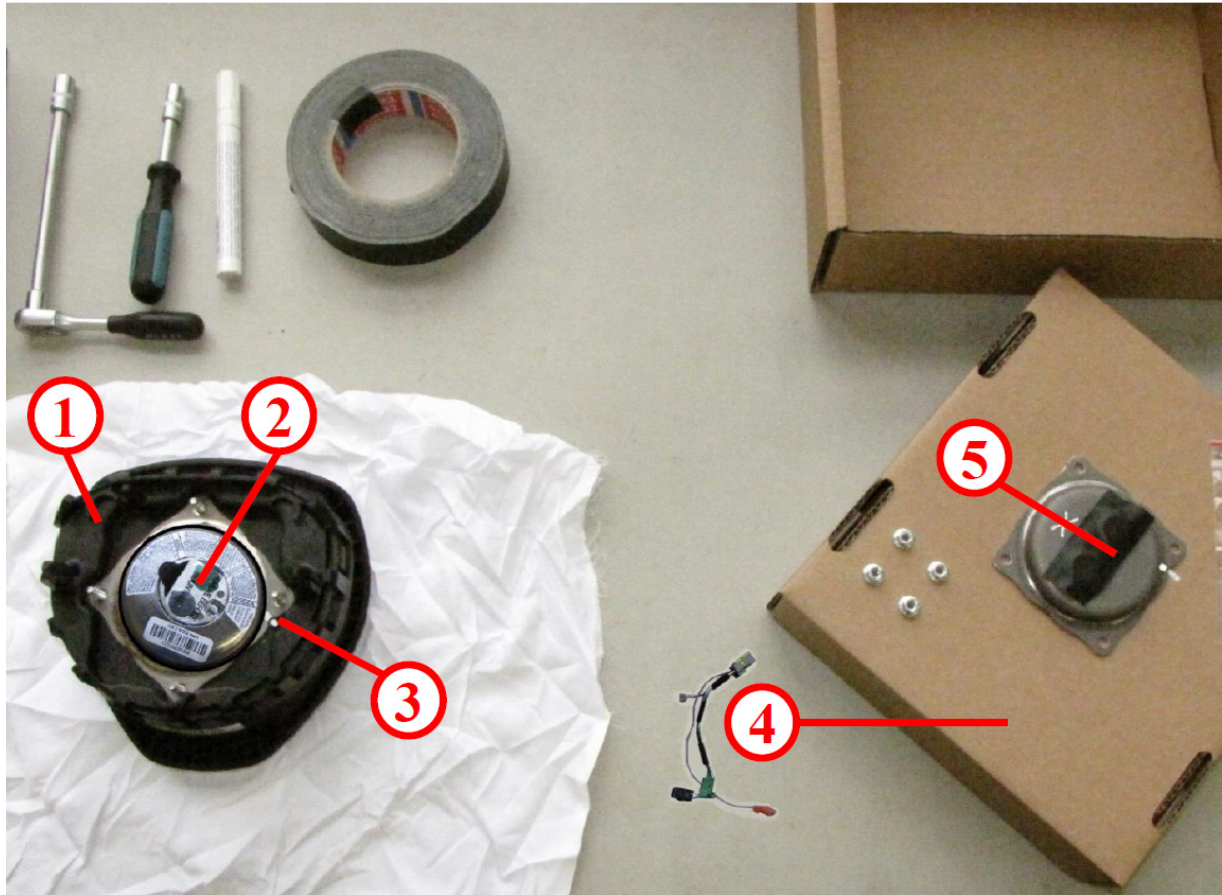
In the area (1) above there must be no foreign objects!

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

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

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

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

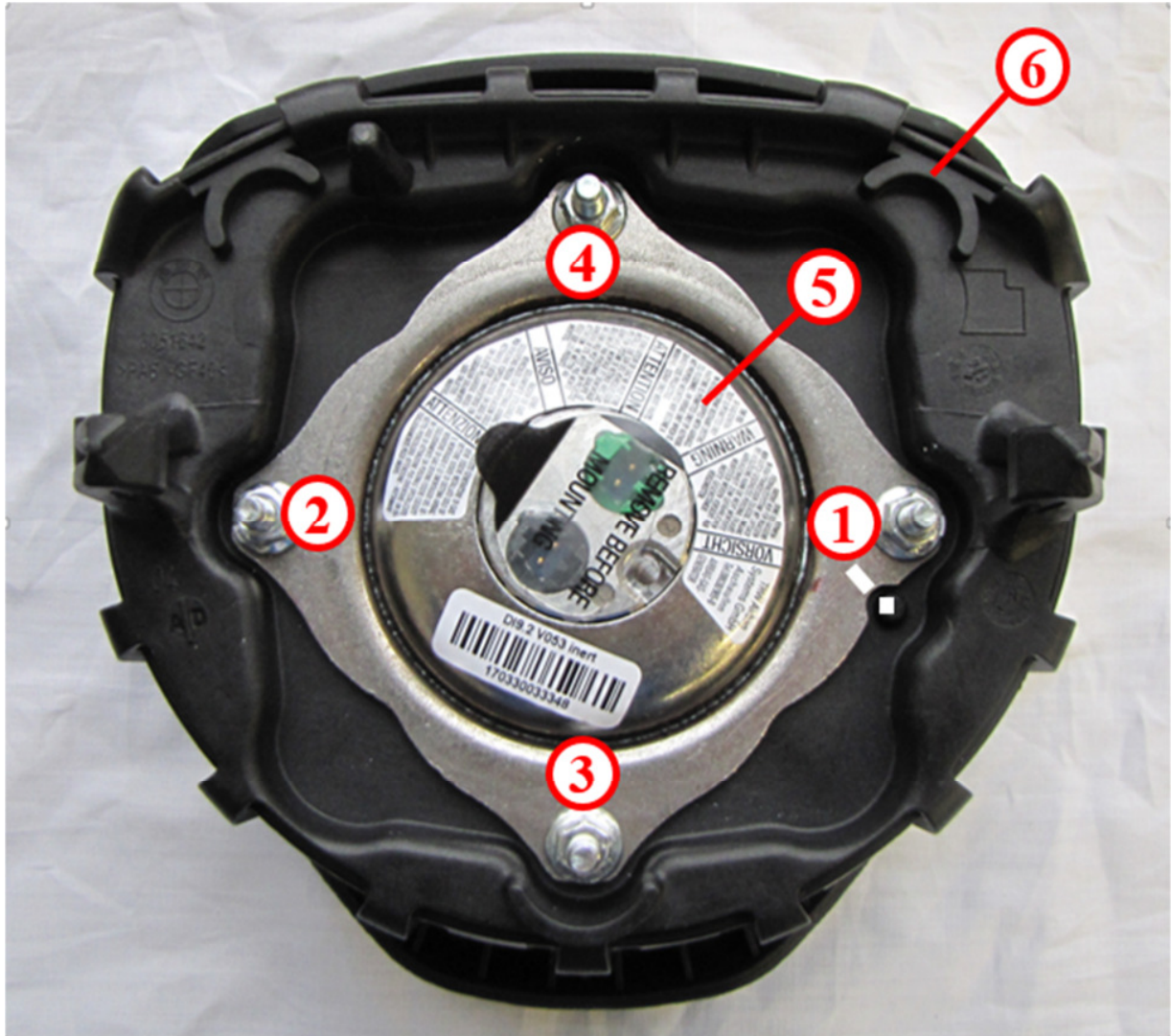


[14] Immediately after the visual inspection of the airbag cavity the new Generator (2) should be installed into the Air Bag (1).

ATTENTION:

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

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



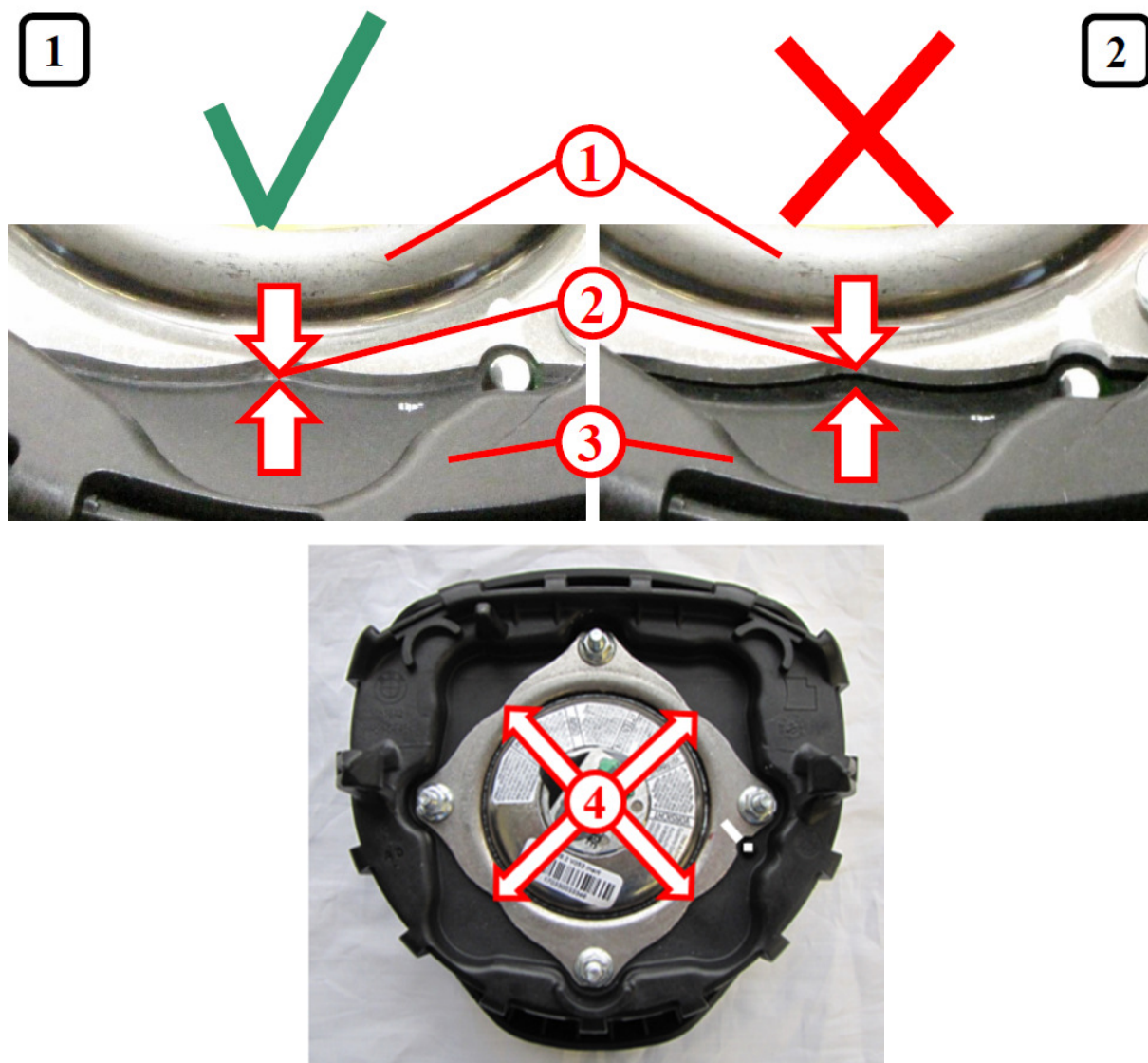
[16] 2nd Technician should hold airbag steady for 1st Technician

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

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

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

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



[17]

Perform a visual inspection of the gap (2) between the Generator (1) and the Air Bag (3) on all four sides of the Generator (4).

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

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

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

Picture (1) shows a correctly installed Generator

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

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

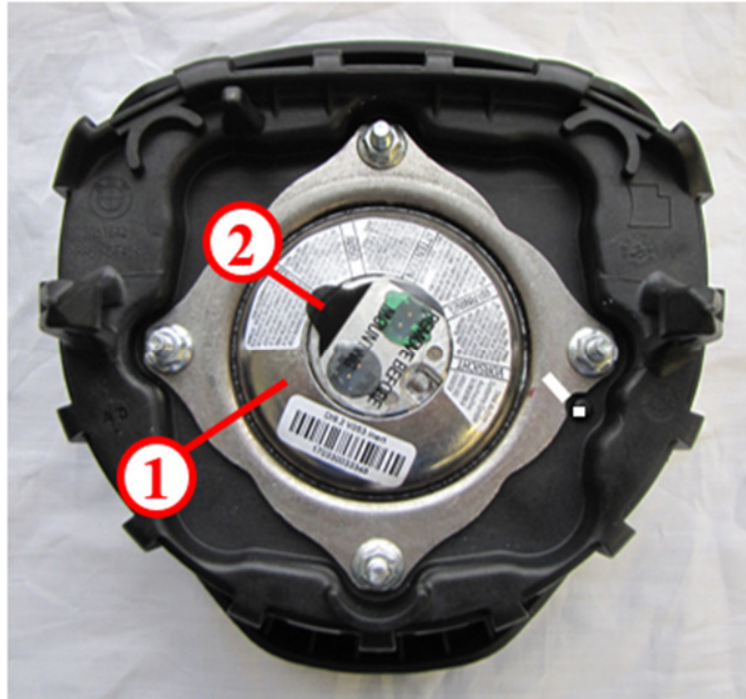


[18] Note serial number of the new Air Bag unit (1) on the Repair Order.

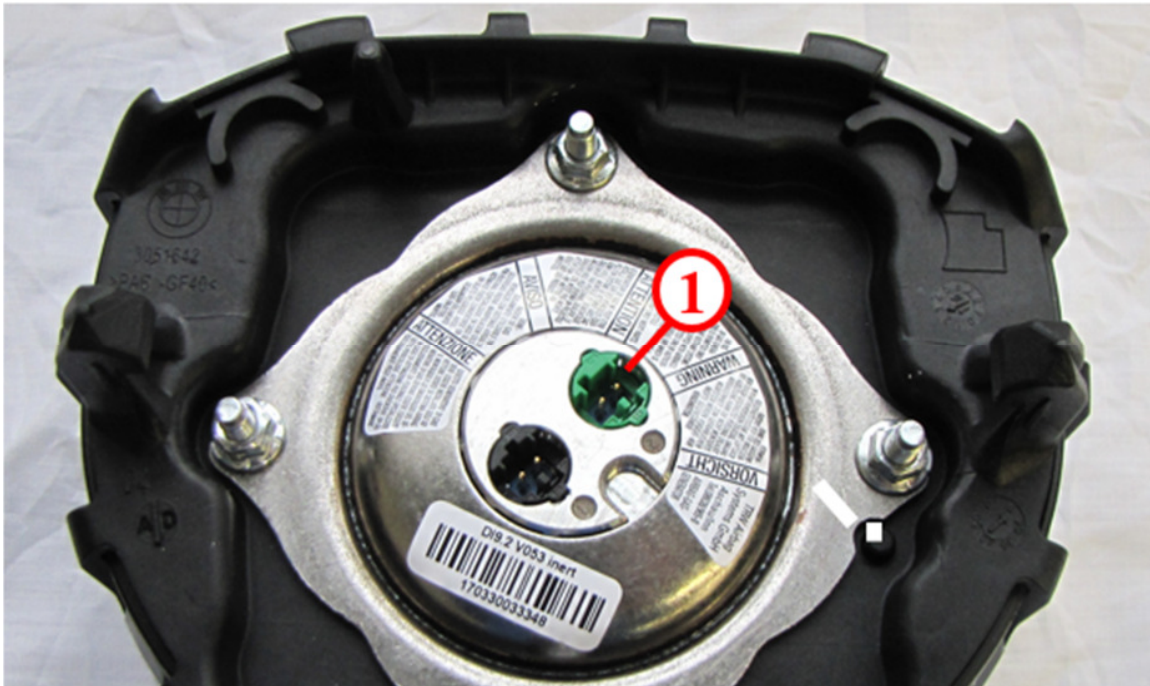


[18] Remove the 2 supplied stickers [18] Place the 1st airbag sticker onto the Air Bag in location (2) shown.

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



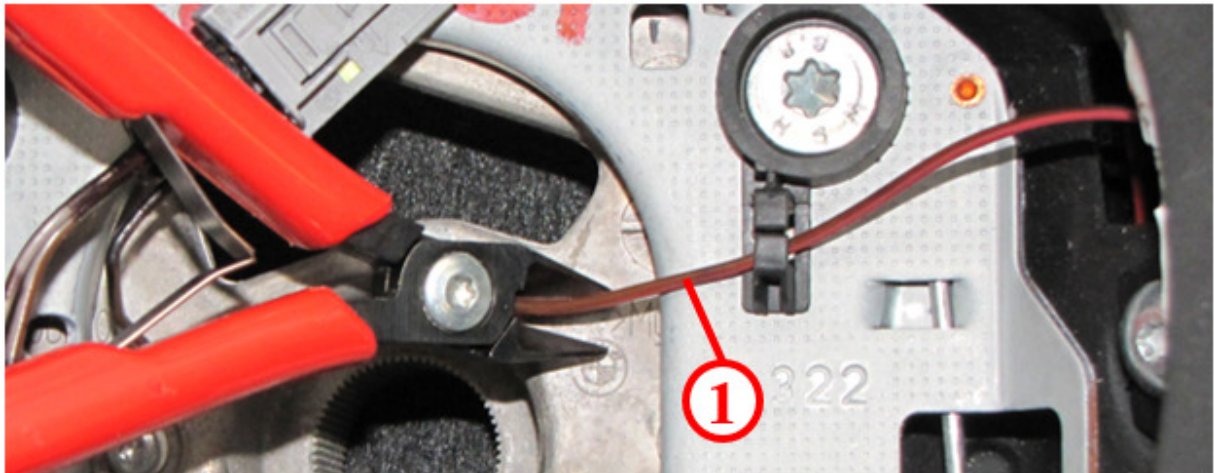
[19] Remove the tape (2) from the new generator (1).



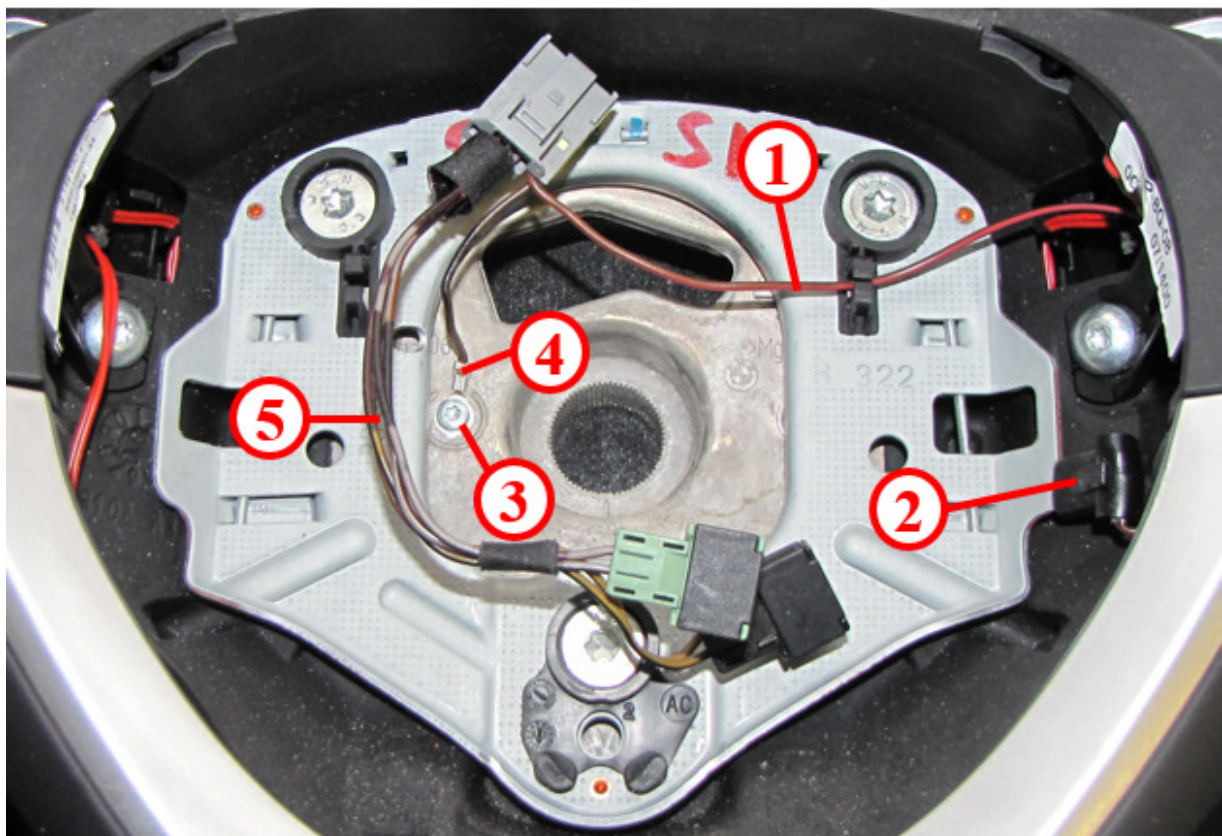
[20] 1st and 2nd Technician must ensure green connector is orientated as shown (1)

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

[22] Remove the wiring harness (5) from the steering wheel:



Cut the cable (1).

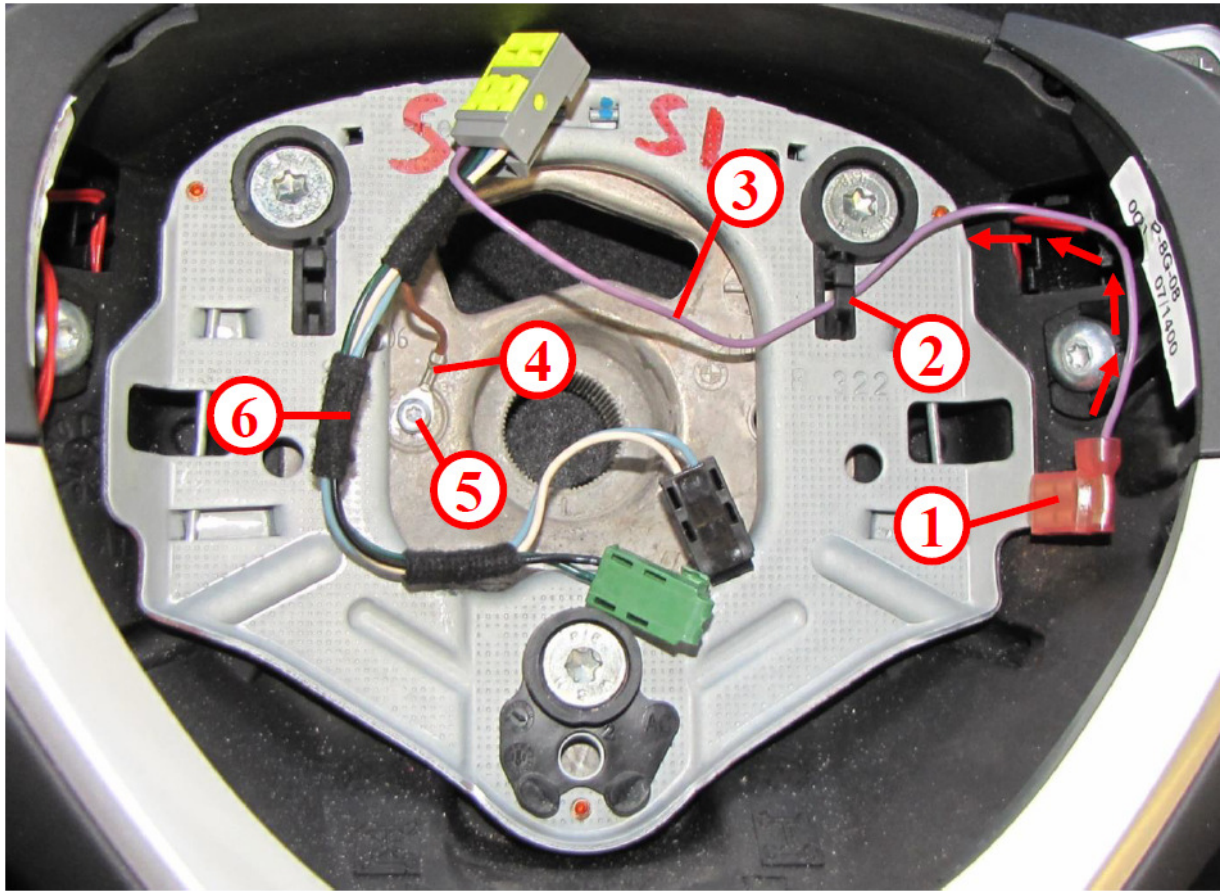


Disconnect the ground contact (2). Remove and dispose the ground cable (1).

Remove the bolt (3). Remove the ground contact (4).

Remove and dispose the wiring harness (5).

[23] Install the new wiring harness (6) into the steering wheel:



Place the wiring harness (6) as shown.

Connect the ground contact (1).

Fix the ground cable (3) on place (2).

Route the ground cable (3) as illustrated with arrows.

Position ground cable (4) as illustrated and fasten with bolt (5).

Tightening torque: 1,3 Nm.

[24] Install the Air Bag into the vehicle.

(See RAE7032-3234020)

[25] Check function after assembly is complete:

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

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

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 a week**, 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 **Every Other week** 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 instructions provided by Takata.

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

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.

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 **Every Other Week** 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

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
- **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.
- **UPDATE!** 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

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.

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

1 st Technician Signature	2 nd Technician Signature	
--------------------------------------	--------------------------------------	--

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

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

32 34 020

Removing and
installing/replacing
airbag unit



Warning!

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

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

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

Important!



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

Follow [procedure after airbag triggering](#).



Necessary preliminary tasks: Disconnect [battery negative lead](#)



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

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

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

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

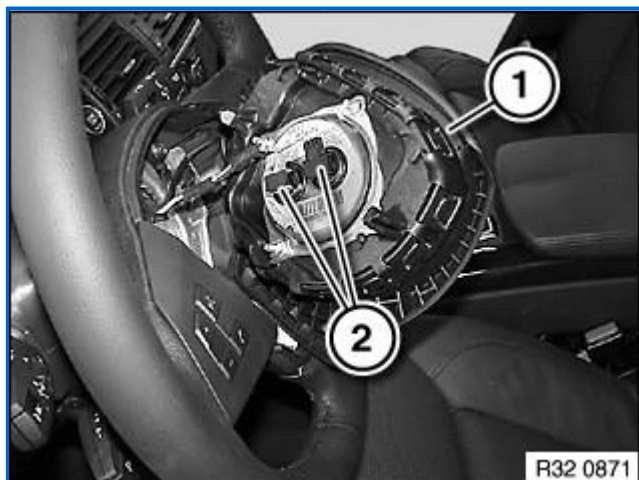


Warning!

Risk of injury!

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

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



Installation:

Connect plugs to connections of same colour on airbag unit.

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

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

32 34 030

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



Warning!

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

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

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



Important!

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

Follow [procedure after airbag triggering](#).



Necessary preliminary tasks: Disconnect

[battery negative lead](#)



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

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

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

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



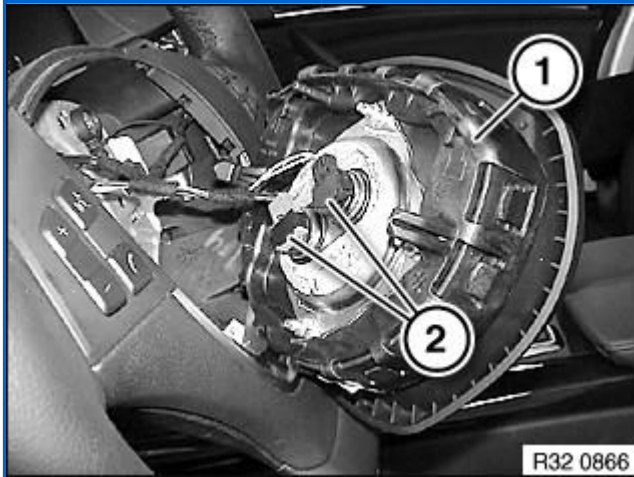
Warning!

Risk of injury!

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

Tilt airbag unit (1) towards rear.

Disconnect [plug connections](#) (2) and remove



airbag unit

Installati

Connect plugs to connections of same colour
on airbag

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
16V-071	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.