



SIB 65 09 17

2019-10-23

RECALL CAMPAIGN 16V-071: DRIVERS FRONT AIR BAG MODULE E84 (X1)

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.

RECALL CAMPAIGN 16V-071: DRIVERS FRONT AIR BAG MODULE E84 (X1)

This Service Information bulletin (Revision 4) replaces SI B65 09 17 **dated October 2017**.

WHATS NEW:

- Parts Retention Section - Email Address for returns
- Warranty Information section updated

MODEL

E-Series	Model Description	Production Date
E84	X1 Sports Activity Vehicle	February 2012 – September 2014

AFFECTED VEHICLES

There are approximately 57,300 affected vehicles in the US.

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
- Use this new defect code to submit warranty claims
- This new defect code is 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.

Open Campaign Information

Stop Sale	Stop Code	Defect Code	Defect Description	Bulletin Number	Recall Number	Campaign Status	Reserved By, Reserved Date
		0032350200	B650416 Recall Driver's Front Air Bag	B65 04 16	16V-071	00-Open	

GRUSB6517-11

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

Stop Sale ↕	Stop Code ↕	Defect Code - Defect Desc ↕	Bulletin Number ↕	Recall Number ↕	Campaign Type ↕	Stop Sale Start Date ↕	Camp. Current Status, Camp. Current Status Date ↕	Reserved By, Reserved Date	Override Dealer, Override RO, Override RO Close date	Claim Dealer, Claim RO, Claim Number
		0032350200 - B650416 Recall Driver's Front Air Bag	B65.04.16	16V-071	Safety	10/05/2016	00 - Open 10/05/2016			
		0000001100 - Display for Recall Driver Front Airbag E7x E8x E9x				03/11/2016	14 - Campaign closed by decision 10/07/2016			

GRUSB6517-12

Non-Affected Vehicles

Within the BMW Model group identified above, there are vehicles which **are not** equipped with the non-desiccated Takata PSDI-5 inflator 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.

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 2013-2015 have not been part of earlier Takata-related air bag recalls.

All customer notification letters announcing to X1 customers that a remedy is available for their vehicle were mailed September 2017. A copy of this letter is attached.

CAUSE

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture.

CORRECTION

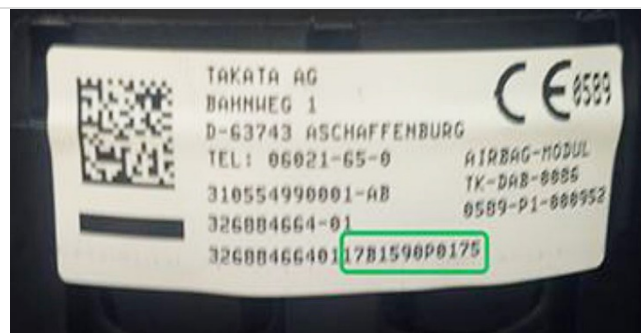
Replace the driver's front air bag module.

PROCEDURE

Please record exterior cosmetic condition of air bag assembly on the Repair Order prior to any repair. Follow ISTA Repair Instructions for removal/installation of air bag assembly:

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

A video documenting this repair was shown on the May 2016 Service Roundtable.



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.

The serial number can be found on the label on the side of the airbag. This is the longest number usually on the bottom of the label.

PARTS INFORMATION

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

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

Part Number	Description	Quantity
32 30 6 884 664	Air Bag Module, Driver's side	1

PARTS RETENTION AND RETURN

Recalled parts that are removed from BMW vehicles cannot be used or resold!

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:

Scfieldaction.14305@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 Recall repair will be via normal claim entry utilizing the following information:

Defect Code:	0032350200	E8x (USA) Replacing the driver's airbag	
Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 64 073	Replace the driver-side front air bag module (Main work)	5 FRU

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 09 17 WP 1), unless otherwise required by State law.

Consequential Repairs (RO and Claim Comments Required)

Due to the age of some of the Takata Air Bag Recall Affected Vehicles, even though the proper repair methods are being followed and performed, unanticipated additional repairs/parts maybe necessary as a direct result of performing Takata Air Bag Recall repair procedure.

For this specific situation, please refer to SI B01 31 18 for the Takata Air Bag Recall consequential repair claiming procedure.

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 AIR flat rate unit (FRU) allowance at a 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	Description	Labor Allowance
32 99 000	Additional labor allowance to perform off-site repair through Mobile Assistance	# FRU*

*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 32 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:

B650917 170823_16V-071_QandA
B650917 Air Bag Gas Generator Replacement
B650917 Recall Notice
B650917_Parts_Bulk_Ship_Return
B650917_Parts_Return_Program_Instructions
B650917_Vehicle_Storage_Agreement_-Takata
B650917 Recall_Ltr_16V-071
B650917 REPAIR INSTRUCTIONS E84
B650917 Takata_Recalls_Reference_8_24_2017



SI 65 09 17
Audio, Navigation, Information, Safety Systems

October 2017
Technical Service

RECALL CAMPAIGN 16V-071: DRIVERS FRONT AIR BAG MODULE E84(X1)

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 09 17 **dated August 2017**

WHATS NEW:

- Mobile Repair Information added
- Vehicle Comments removed

MODEL

E84 (X1)

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.

All customer notification letters announcing to X1 customers that a remedy is available for their vehicle were mailed September 2017. A copy of this letter is attached.

AFFECTED VEHICLES

There are approximately 57,300 affected vehicles in the US.

Model	Series	Model Year	Approximate Volume	Production Dates
X1 SAV	E84	2013 – 2015	57,290	Feb 2012 – Sep 2014

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.

Open Campaign Information						
Stop Sale	Stop Code	Defect Code	Defect Description	Bulletin Number	Recall Number	Campaign Status
		001250000	000349 Recall Driver's Front Air Bag	885 14 16	16V-071	05-Open

GPU/080517-11

[illegible]

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.

1- Replace the driver's front air bag module.

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

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

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

A video documenting this repair was shown on the May 2016 Service Round Table.

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. The serial number can be found 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.

Please monitor DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
32 30 6 884 664	Air Bag Module, Driver's side	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 B650917 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 Recall repair will be via normal claim entry utilizing the following information:

Defect Code:		0032350200
Labor Operation:	Labor Allowance:	Description:
00 64 073	5 FRU	Replace the driver-side front air bag module (Main work)



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.

UPDATE !

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.

UPDATE !

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.

UPDATE !

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

UPDATE !

***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.

UPDATE !

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.

Monday, October 9, 2017

ATTACHMENTS

View PDF attachment [B650917 Parts Return Program Instructions.](#)

View PDF attachment [B650917 Parts Bulk Ship Return.](#)

View PDF attachment [B650917 Air Bag Gas Generator Replacement.](#)

View PDF attachment [B650917 Vehicle Storage Agreement -Takata.](#)

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

View PDF attachment [170823 16V-071 QandA.](#)

View PDF attachment [B650917 Recall Notice.](#)

View PDF attachment [B650917 Checklist.](#)

View PDF attachment [REPAIR INSTRUCTIONS E84.](#)

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 09 17 - Recall Campaign 16V-071: Driver's Front Air Bag Module E84

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

<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
X1 SAV	2013 – 2015	57,290	Feb 2012 – Sep 2014

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.



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

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PO Box 1227
Westwood NJ 07675-
1227

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CustomerRelations@bmwusa.com

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English translation on back side
Traducción en inglés al dorso

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: 08/23/2017

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. Are final remedy repair parts available?

Yes, final remedy driver's front air bags started to be available in August 2016.

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

Customers with affected vehicles will be notified via letter when the final replacement air bags become available. The mailings will be staggered. Final remedy letters are scheduled to be sent on or before 7/31/2017 for Priority Group 4, on or before 9/15/2017 for Priority Group 5 and on or before 9/29/2017 for Priority Group 6. For the latest updates to this recall, please visit www.bmwusa.com/recall. 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: 08/23/2017

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. If I received an interim air bag, do I need to have it replaced again?

Yes. All vehicles that receive an interim air bag must still have the final replacement part installed. The priority for these replacements will be determined by NHTSA. The final replacement will also be at no cost to the customer.

General Takata Questions

Q1. What is the specific concern?

Takata's investigation to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity) could lead to over-aggressive combustion in the event of air bag deployment.

Q2. What is desiccant?

Put simply, desiccant is a substance with properties that enable it to soak up water vapor from the air surrounding it.

Q3. Why are other BMW models not included?

Other vehicles have frontal air bags that were produced with different inflators.

Q4. What can happen as a result of this issue?

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

Q5. Is it possible to find out whether the problem exists in my car?

No. There is no way to detect if your BMW might have an air bag inflator potentially at risk of rupturing upon deployment in an accident.

Q6. How did BMW become aware of this issue?

BMW became aware of this issue from Takata (the air bag module supplier) and NHTSA.

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: 08/23/2017

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-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.

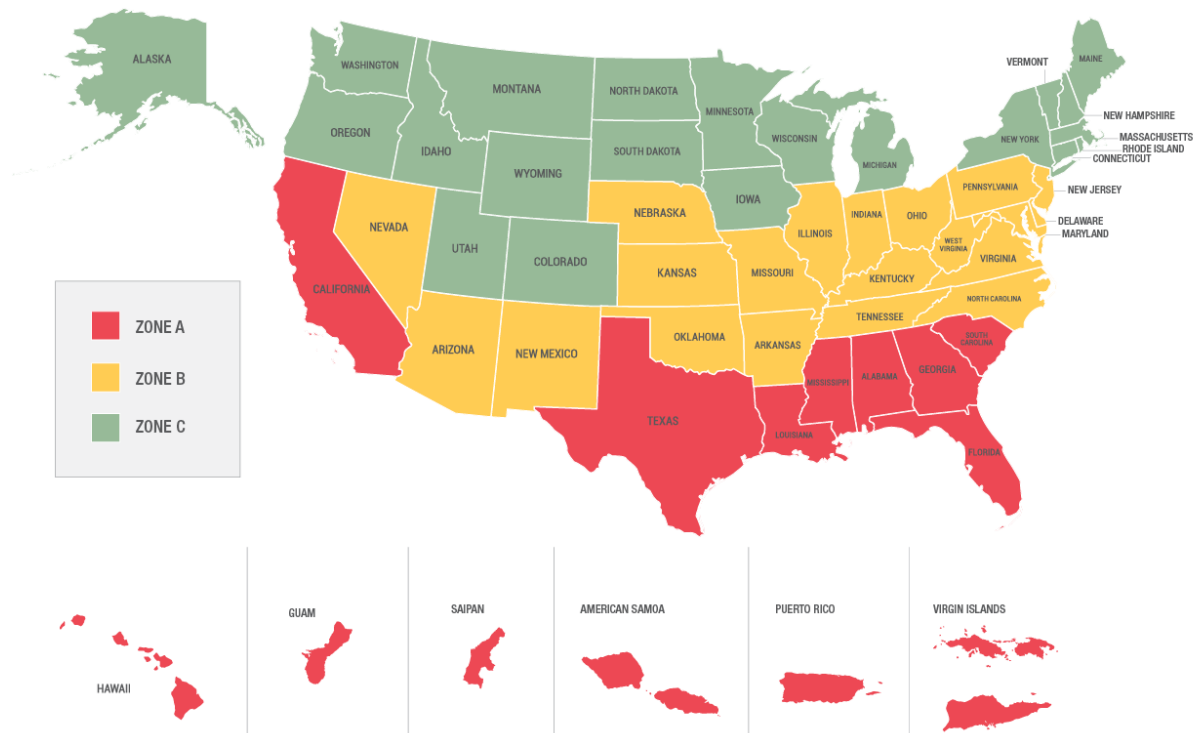
Q15. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?

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: 08/23/2017

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.



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:

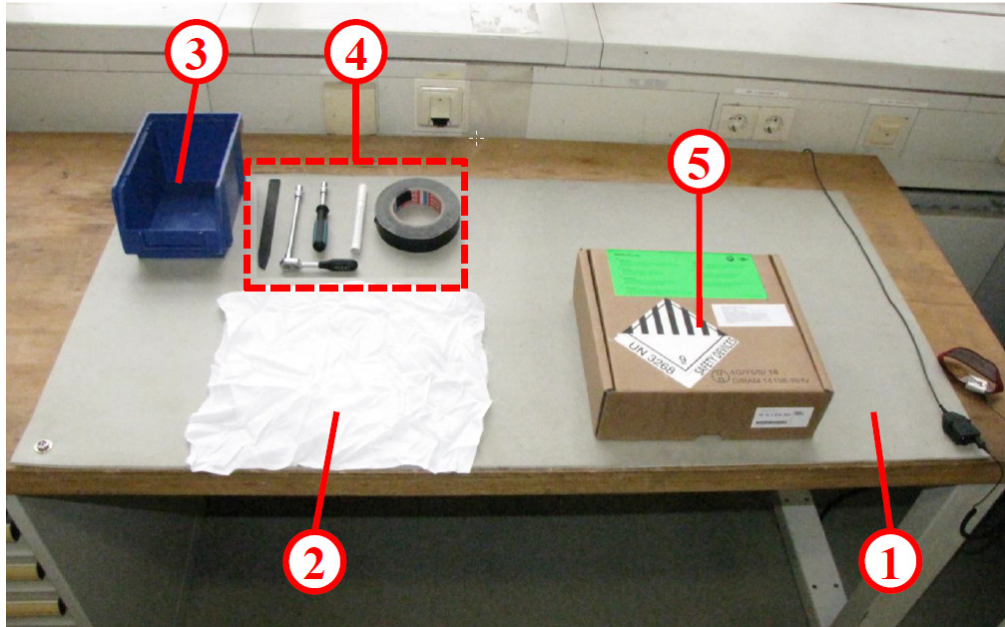
- Threaded bolts are damaged
- Threaded bolts are bent or corroded
- The Generator cannot be removed from the Air Bag without excess force
- If the target tightening torque of the nuts cannot be achieved
- If there is a gap between the Generator & Airbag that is not closed up when tightening the nuts

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

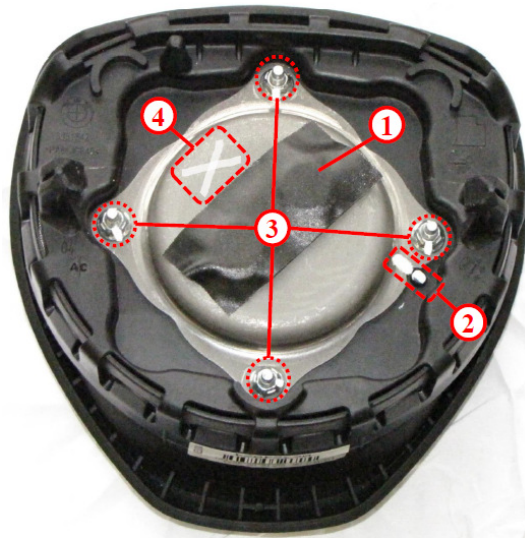
E70 series Steering wheel: see repair instructions REP - REP - RAE7032-3234020)

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



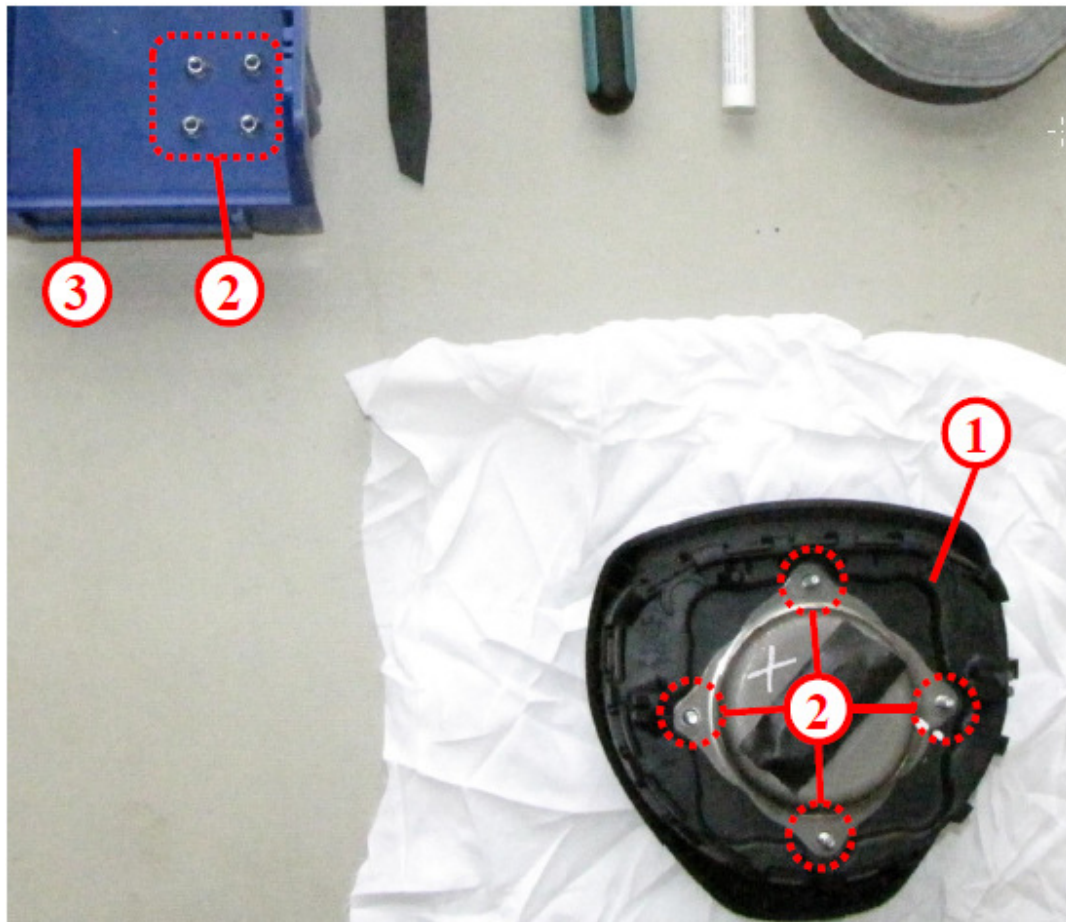
[6] Cover the connections on the old Generator with duct tape (1) so the contacts cannot be touched.

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.

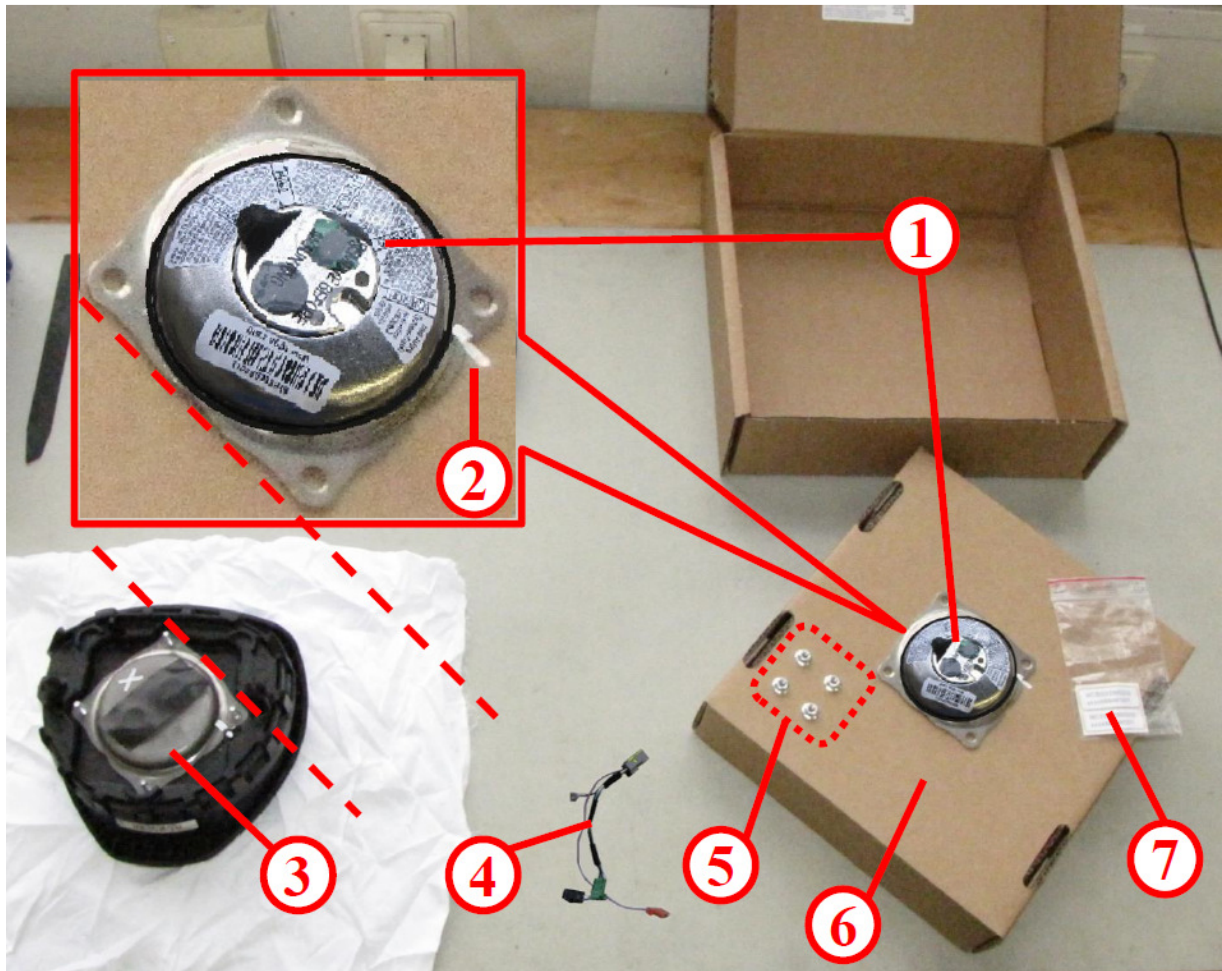
[7] Mark all four nuts (3) with the felt tip marker (to avoid mix up of old/new parts)

[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.



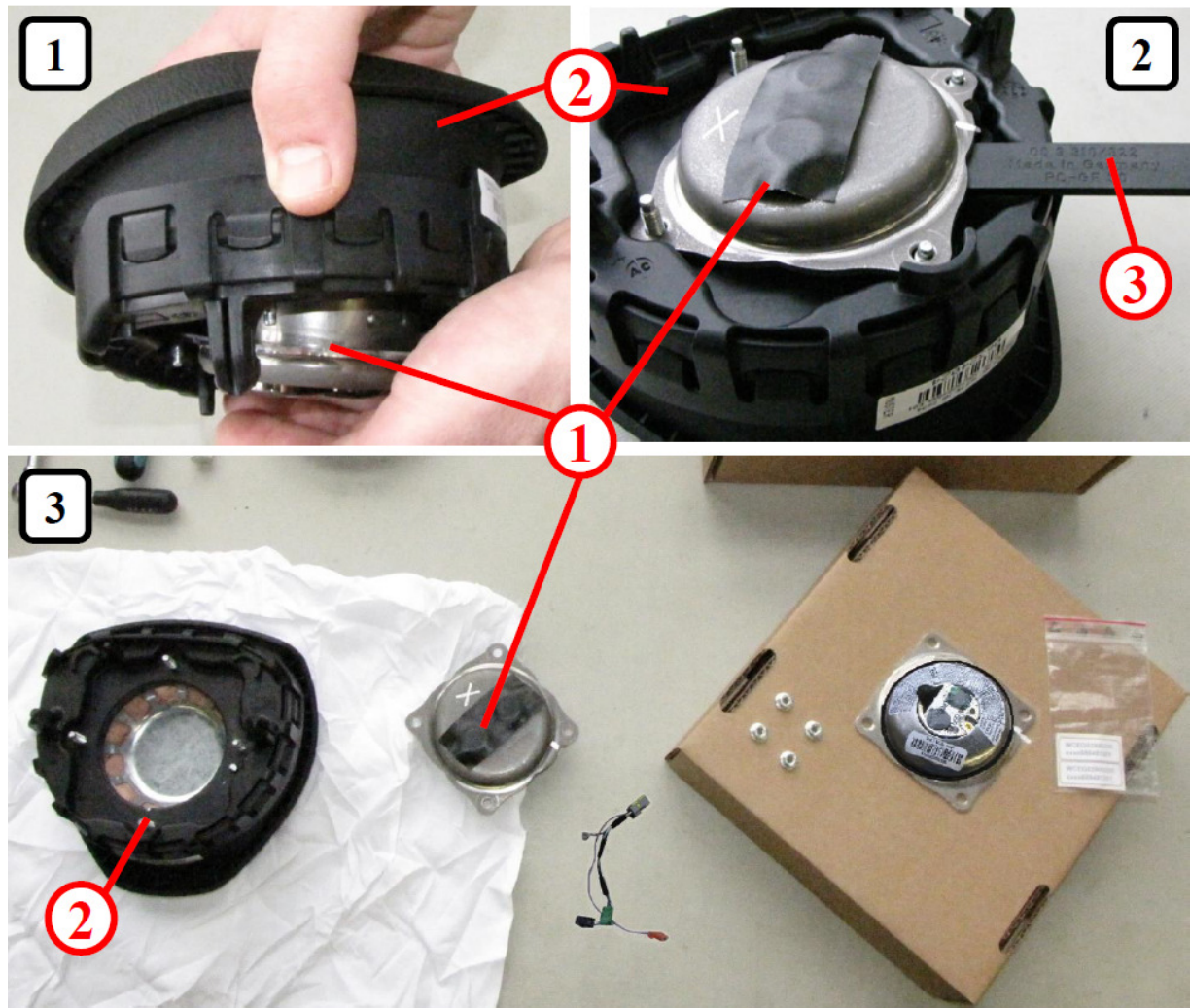
[9] Remove the new Generator (1) from the packaging.

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:

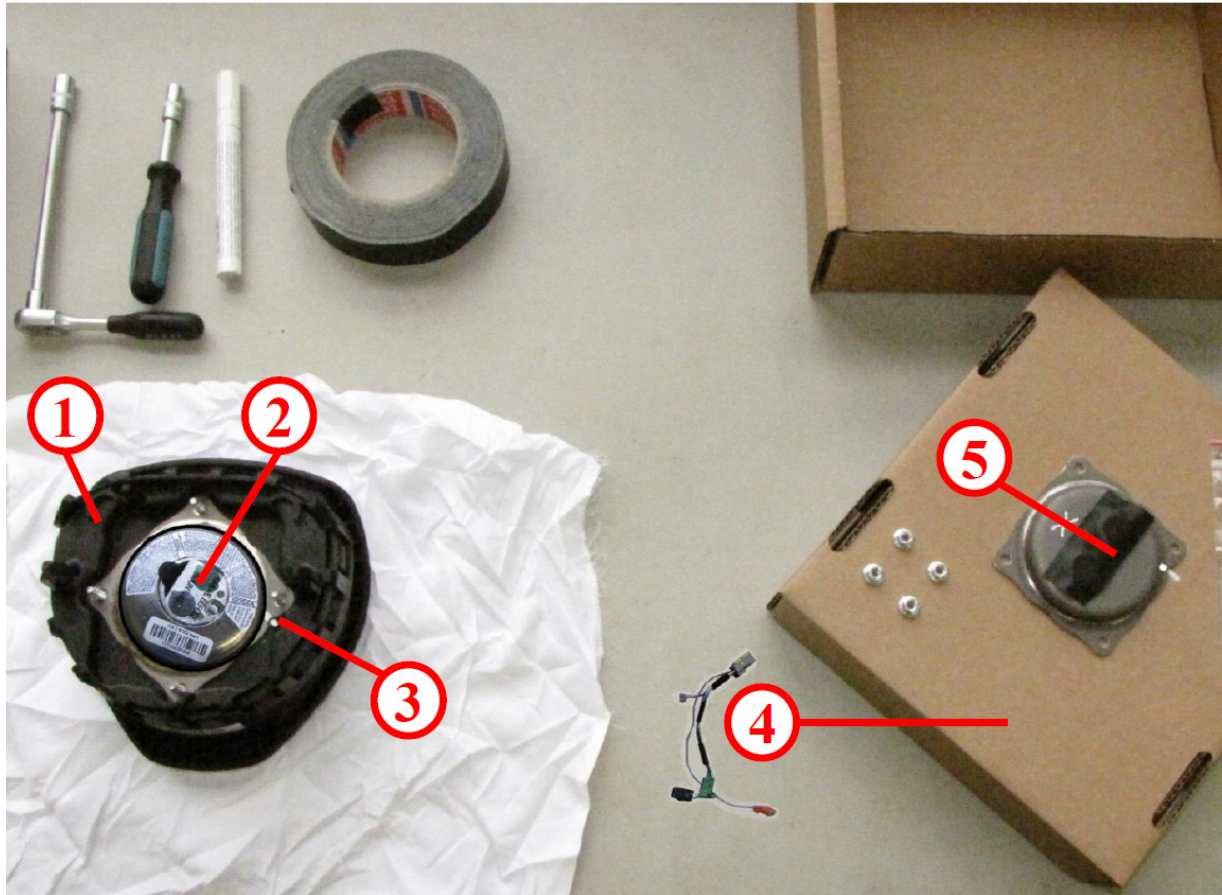
In the area (1) above there must be no foreign objects!

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.

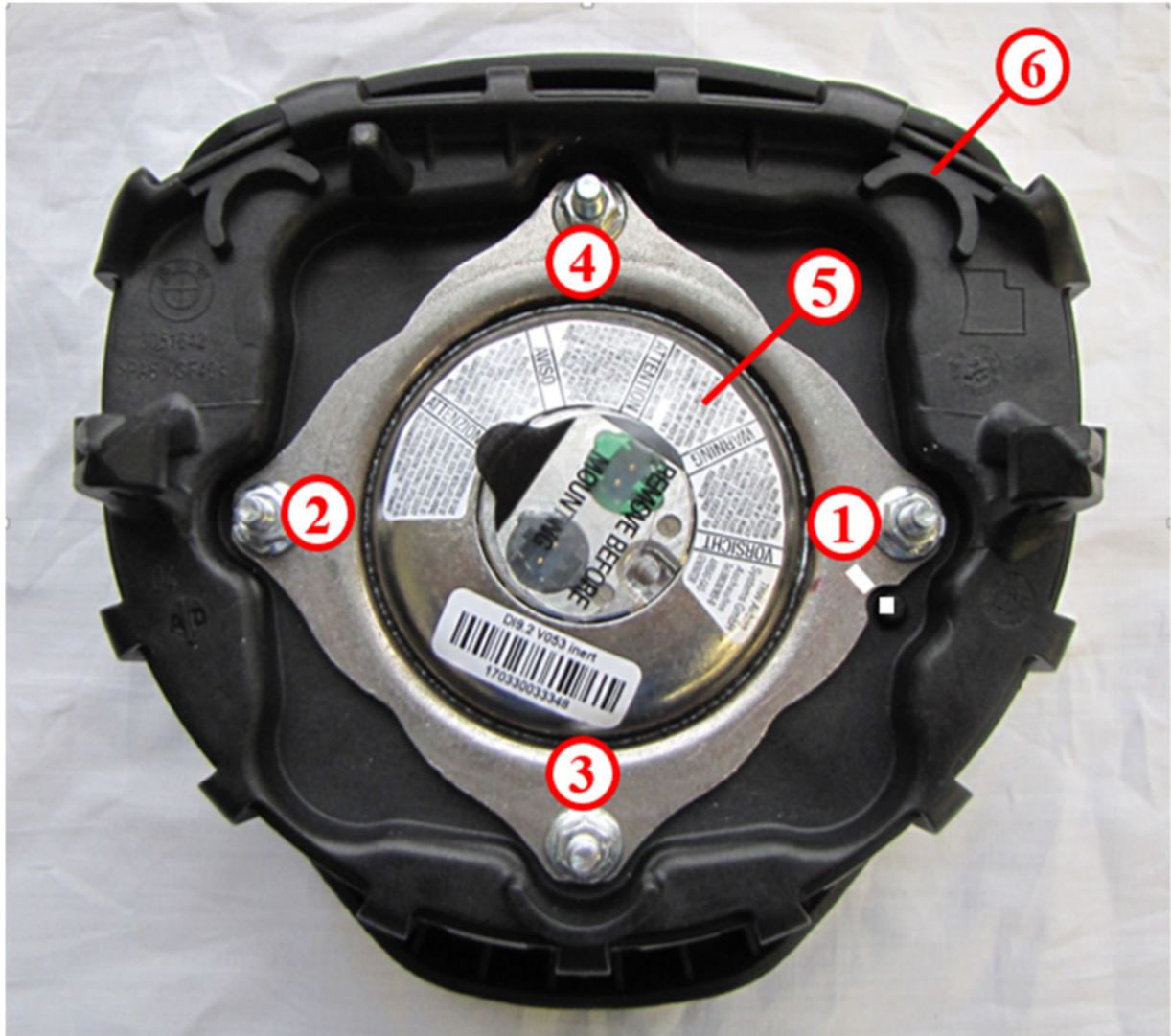


[14] Immediately after the visual inspection of the airbag cavity the new Generator (2) should be installed into the Air Bag (1).

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).



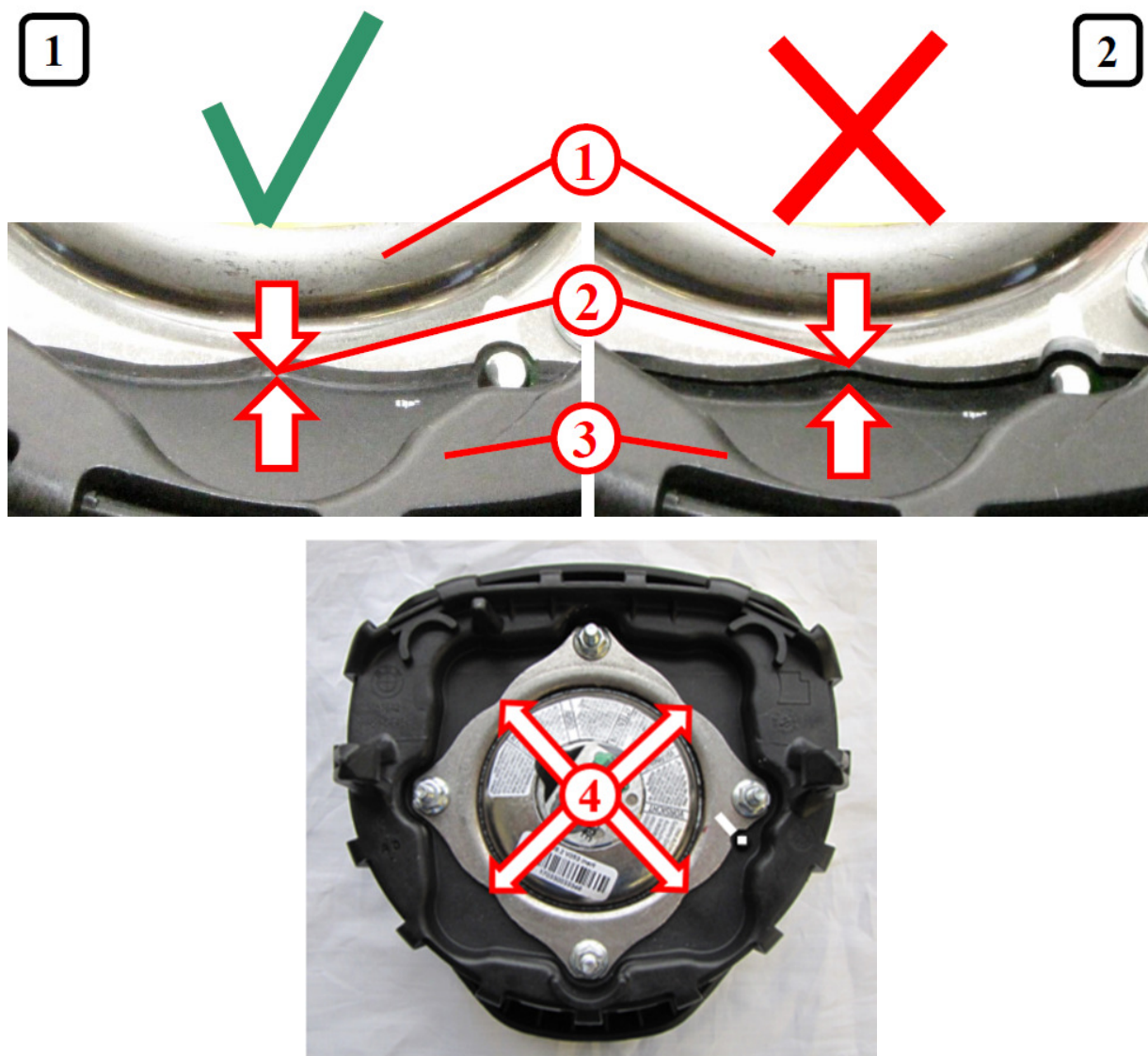
[16] 2nd Technician should hold airbag steady for 1st Technician

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.

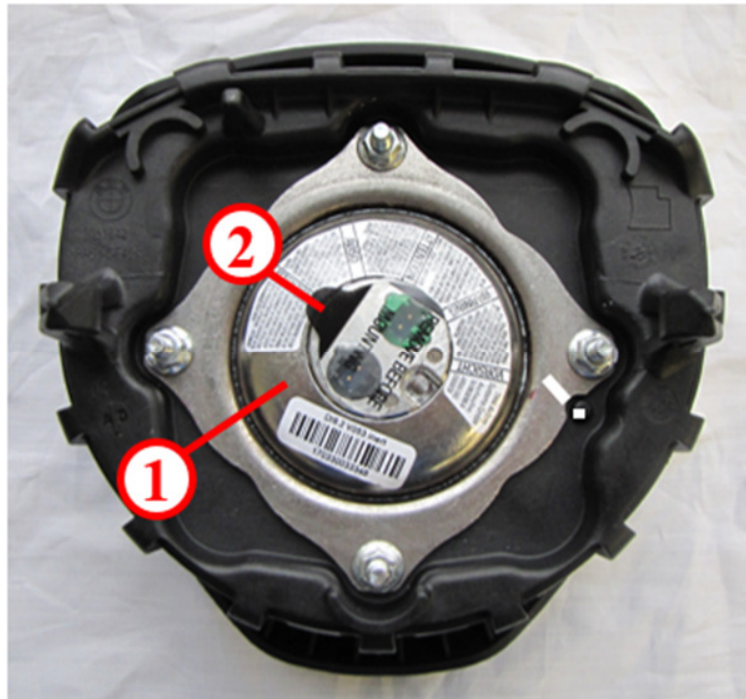


[18] Note serial number of the new Air Bag unit (1) on the Repair Order.

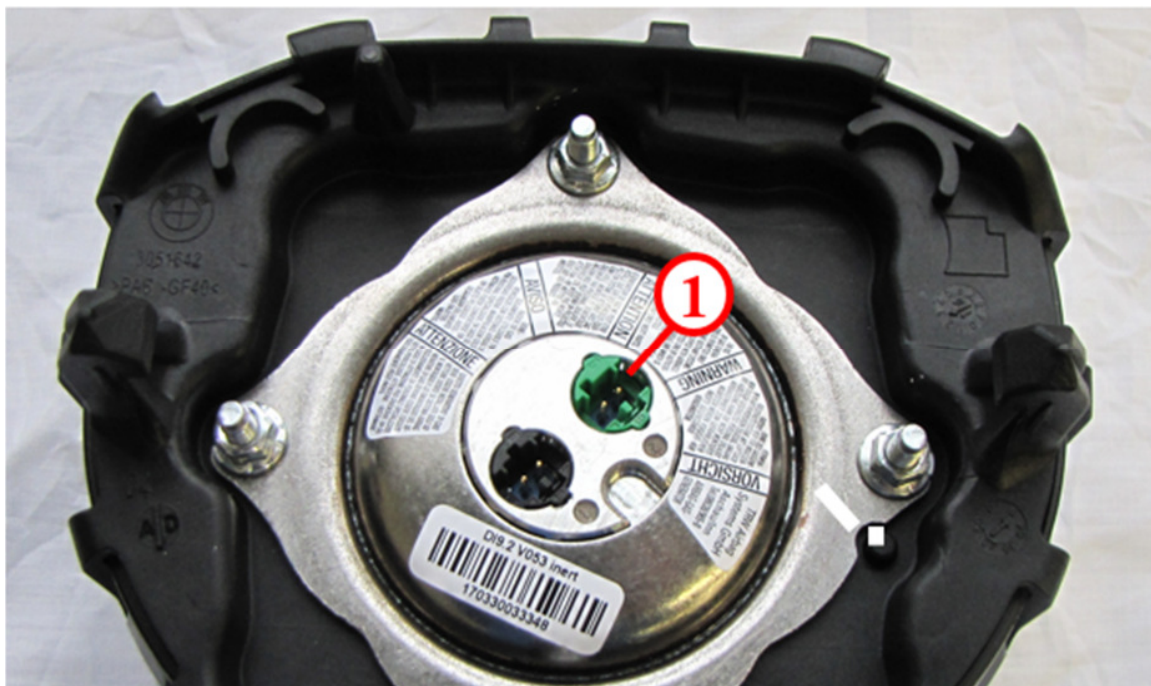


[18] Remove the 2 supplied stickers [18] Place the 1st airbag sticker onto the Air Bag in location (2) shown.

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



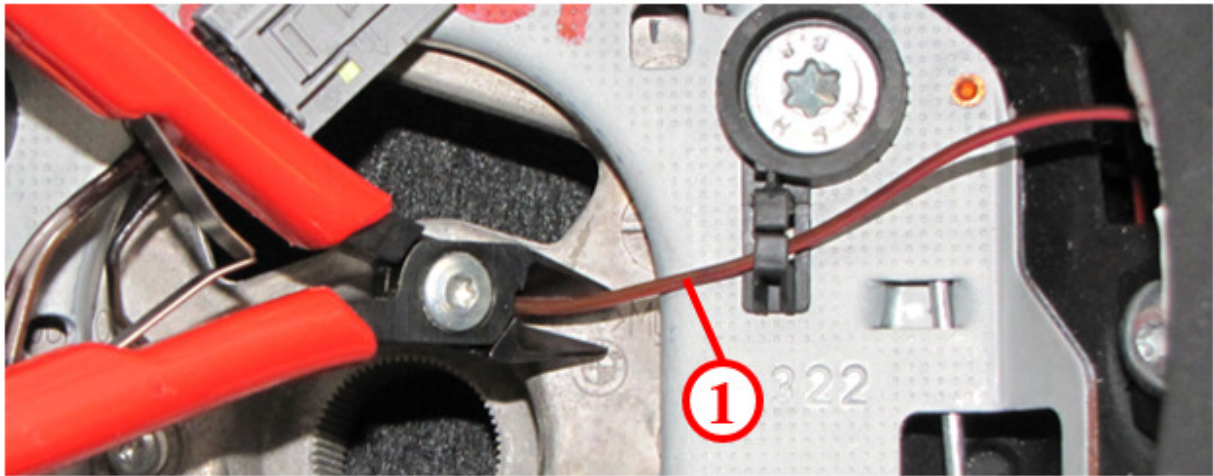
[19] Remove the tape (2) from the new generator (1).



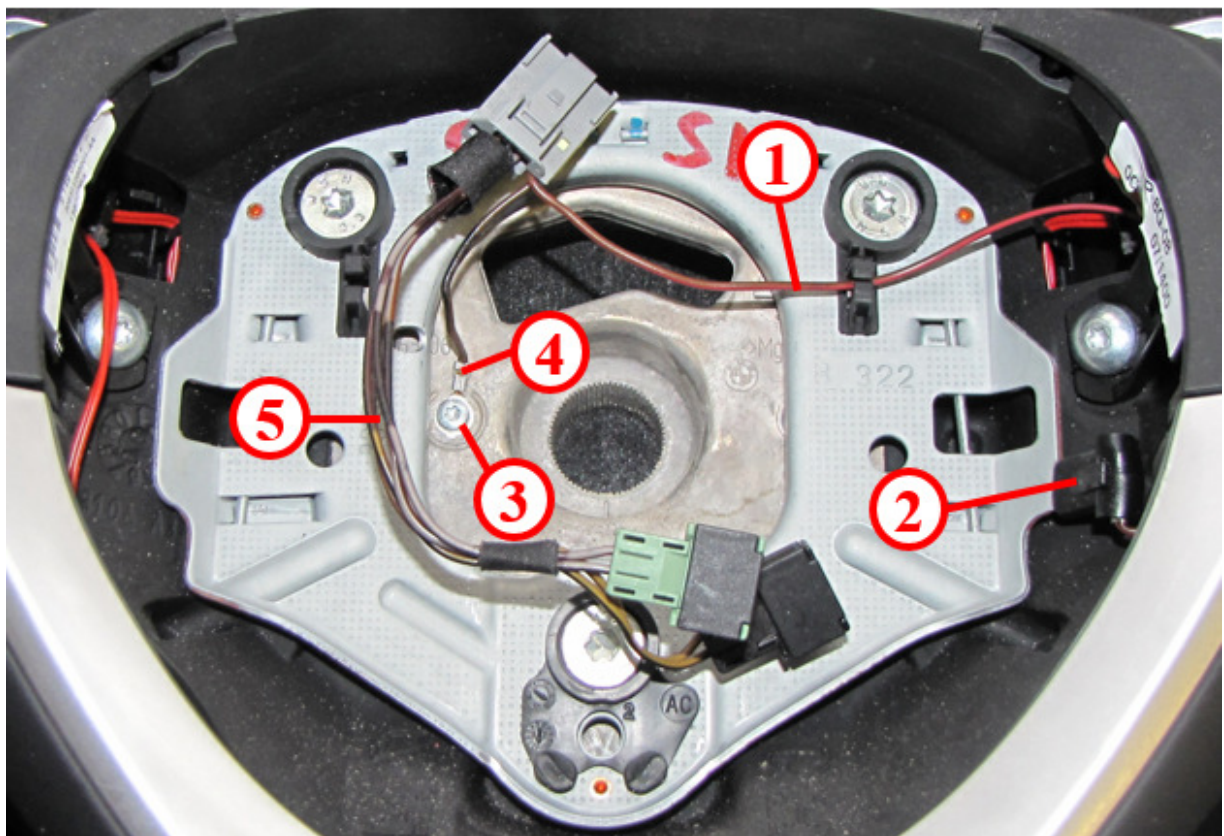
[20] 1st and 2nd Technician must ensure green connector is orientated as shown (1)

[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).

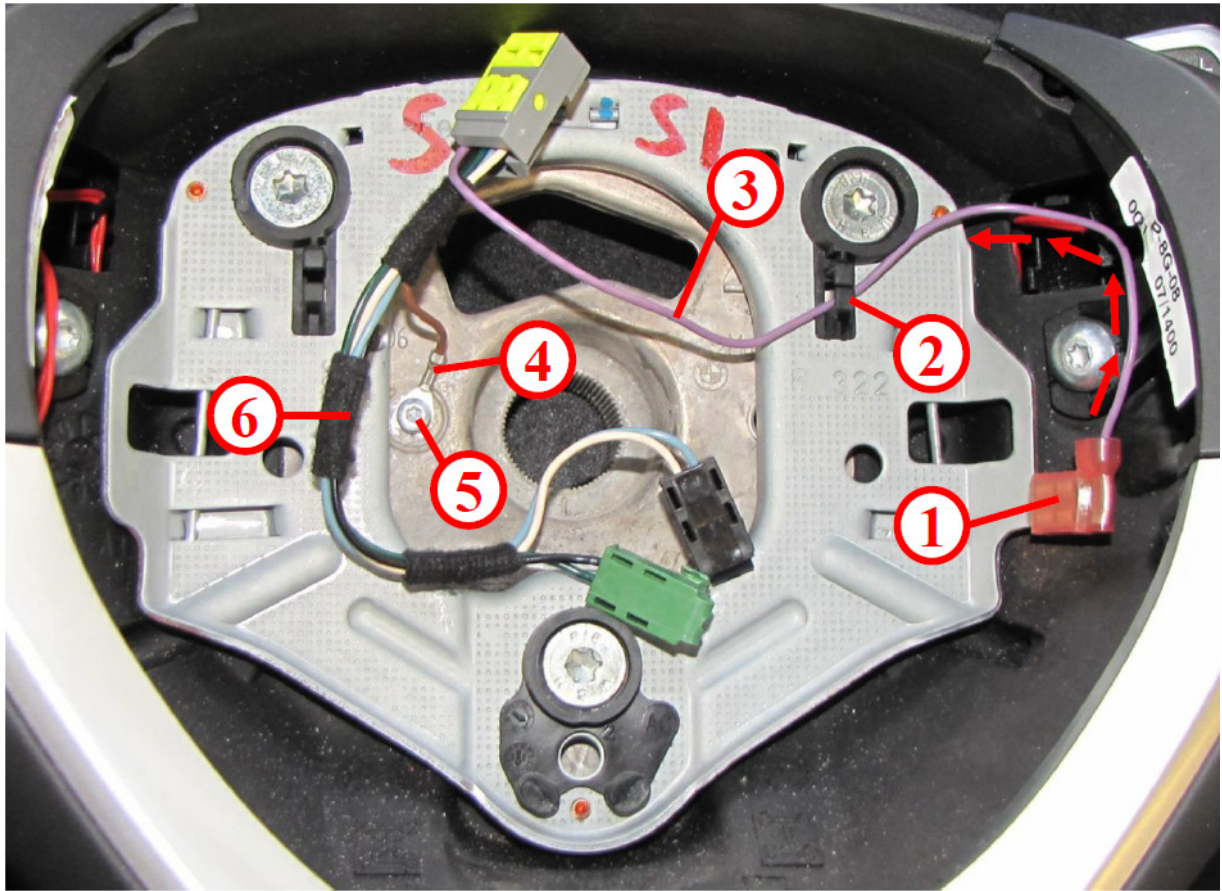


Disconnect the ground contact (2). Remove and dispose the ground cable (1).

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.

	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	
[17]	1 st Technician should perform a visual inspection of the gap between the new generator and the airbag module on all four sides. 2 nd Technician should also inspect the gap between new inflator and airbag module on all four sides.	
[18]	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	
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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@cranewww.com
- **UPDATE!** Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@cranewww.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.

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

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

32 34 020

Removing and
installing/replacing
airbag unit



Warning!

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

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

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

Important!

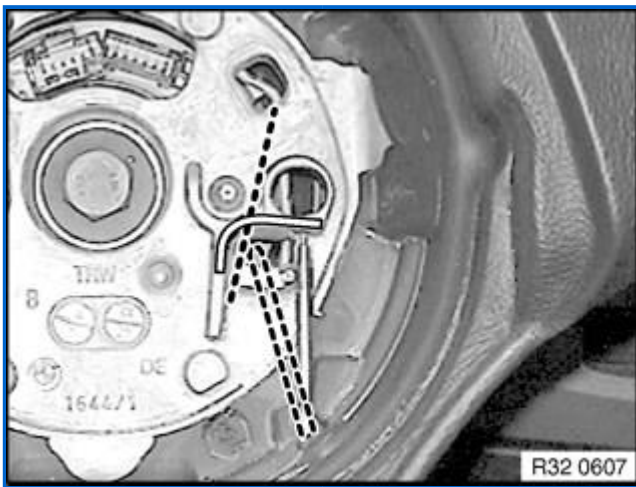


Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag triggering.



Necessary preliminary tasks: Disconnect battery negative lead



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

Repeat procedure on other side.

Installation:

Make sure electrical lead is correctly positioned.

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



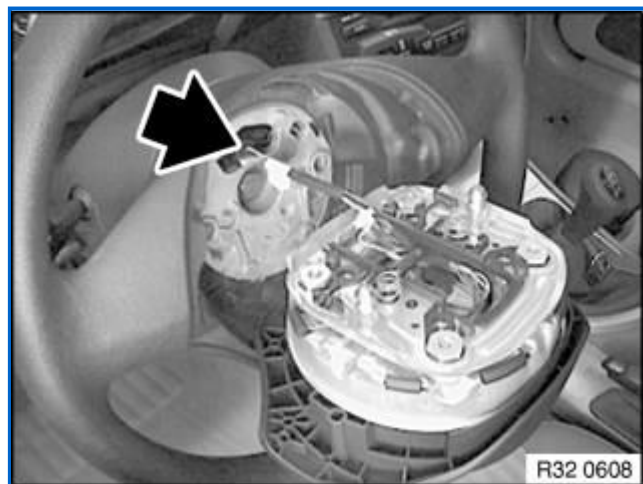
Warning!

Danger of injury!

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

Tilt airbag unit towards rear.

Disconnect plug connection and remove airbag unit.



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

ISTA system version	3.55.10.16 319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E84/off-road vehicle/X1 xDrive35i/N55/AUT/US/left-hand drive/2014/04	
Int.lev. works	-	Int.lev. (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 Remove shift paddles for automatic transmission



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

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

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly

positioned.

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



Warning!

Risk of injury!

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



Tilt airbag unit forwards.

Disconnect plug connections and remove
airbag

Installati

Connect plugs to connections of same colour
on airbag

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)



E46



E39



E53

- 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	Expansion to passenger side	Expansion to passenger side		
16V-071	X5 SAV (SIB 651416)	2007 – 2013	214,580	(Driver Side)	2007-11 66,524	48,000 vehicles X5 and X6 (SIB 650817)		
	X5 SAV (SIB 651416)	2009 – 2013	35,440	(Driver Side)	2009-11 16,087			
	X6 SAV (SIB 651416)	2008 – 2014	37,000	(Driver Side)	2008-11 9,026			
	X6 SAV Hybrid(SIB 651416)	2010 – 2011	365	(Driver Side)	2010-11 169			
	X3 SAV (SIB 651516)	2007 – 2010	64,925	(Driver Side)	(SIB 65 19 16)			
	X1 SAV (SIB 650917)	2013 – 2015	57,290	(Driver Side)				

- 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 coop 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.