SI B65 19 16
Audio, Navigation, Monitors, Alarms, SRS

September 2017
Technical Service

RECALL 16V-364: PASSENGER'S FRONT AIR BAG MODULE

New information provided by this revision is preceded by this symbol UPDATE!.

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 19 16 **dated September 2017**

Whats New:

UPDATE! Labor Operation now provided to perform the necessary additional work when the vehicles is equipped with rear entertainment.

MODEL

E70 (X5)	E70 (X5 diesel)	E71 (X6 incl. M)	E72 (X6 active hybrid)

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving the Passenger's Front Air Bag Module on certain BMW vehicles that are equipped with non-desiccated Takata inflators that have been part of earlier Takata-related air bag recalls for the driver's front air bag (number 16V-071). Therefore, these new affected vehicles will now need **both driver and passenger air bags.**

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

UPDATE! All customer notification letters announcing that a remedy is available for their vehicle have been mailed. A copy of this letter is attached. To assist you with customer concerns, please reference the attached Q&A.

AFFECTED VEHICLES

Vehicles in dealer inventory are affected by this recall. Vehicles which are affected show the campaign as "Open" when checked either in AIR or ISPA Next. The Warranty Vehicle Inquiry system will display the comment: **B651916 Recall Front Passenger Air Bag**

	16V-364 ~98,000 vehicles Defect code: 0072680100
Series/Model	**Production Dates**
E70 (X5 SAV, incl. M)	May 2006 – Mar 2011
E70 (X5 SAV diesel)	Mar 2008 – Sept 2011
E71 (X6 SAC incl. M)	Jul 2007 – Mar 2011
E72 (X6 SAC ActiveHybrid)	Mar 2009 – Sept 2011

CORRECTION

Replace the passenger's front air bag assembly.

PROCEDURE

Please record exterior cosmetic condition of dashboard cover on the Repair Order prior to any repair.

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

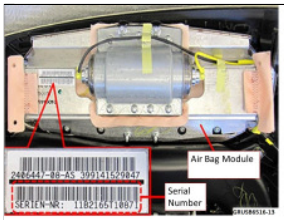
- REP 72 12 000 – Removing and installing or replacing air bag module on passenger side

In addition to the repair instructions and to assist you in performing this repair, refer to a step by step video on how to remove the air bag from the vehicle.

- tinyurl.com/V650117

Note: Before installing the replacement part, the new air bag module's serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.

Before installing the replacement part, the new air bag module's serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.



The dash cover and center console have sharp edges that can cut into the dashboard or seat during removal. Take precautions to prevent contact that can damage the interior.

After installation of the airbag, if there are any noises during the road test:

- Check whether the dashboard is installed correctly. Indications of an installation problem include: Uneven gaps around the dashboard, excessive gaps, and contact between the windscreen and dashboard.
- Follow Non Electrical Diagnosis (NED) Test Plan to repair the noise(s). The NED test plan can be found under the Function Structure tab, 03 Body, 01 Noise, Instrument board and center console interference noise: ABL-DIT-B65116_E70MECH1

  This test plan will show different countermeasures for noise(s) based on the location of the noise.

PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
72 12 6 995 901	Air Bag Passenger Front	1
07 11 9 905 949	Hex Hut M6	8

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/EPC by VIN or model will result with the wrong part being invoiced.

PARTS RETENTION

The parts replaced and submitted through this Recall claim entry procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage and documentation of these parts. 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)

UPDATE! WARRANTY INFORMATION

UPDATE! Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Recall 16V-364	Original Action	Production Dates
Defect Code:	72680100	May 2006 – Sept 2011
Labor Operation:	**Labor Allowance:**	**Description:**
00 64 200	34 FRU	Replace the front passenger air bag module (Main work)
Or:		
00 65 680	32 FRU	Replace the front passenger air bag module UPDATE! (Plus work)
And, when applicable:		
	2 FRU	

Recall 16V-364	Original Action	Production Dates
UPDATE! 00 65 895		Additional work for vehicles with the rear entertainment (DVD) system (SA 6FF)

To determine which defect code should be used for a specific VIN, please enter the VIN in to AIR (1), or use the key reader/ISPA Light application. Additionally, the defect code that applies to each VIN is displayed in the Warranty Vehicle Inquiry (2).

1. The defect code is listed under the title “campaign number”
2. The defect code is listed under the title “campaign code”

The serial number of the new air bag module must be entered as in the comment field of the warranty application. The claim will be rejected if the serial number is missing from the warranty claim.

And, as applicable:

Alternative Mobility Solutions (AMS) Reimbursement

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, please claim this under the Defect Code noted above as follows:

Sublet Code “2”	See below	Alternative Mobility Solution (AMS) expense reimbursement

Claimable AMS-related reimbursement items and allowances (at cost, no markup)

- Mass transit (Up to $15.00);
- Taxi and livery services (Up to $15.00);
- “On-demand” Phone app-based transportation services (Up to $15.00); or
- Vehicle pickup/drop off service “to and/or from” a customer’s home or business location (Up to $25.00).

Please refer to SI B01 29 16 for additional information. Itemize this sublet amount on the repair order and in the claim comment section.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is unlikely. Typically, a customer would have their passenger’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.

Tuesday, January 2, 2018

ATTACHMENTS

View PDF attachment **Takata_Overview_8_24_2017**.

View PDF attachment **B651916 Recall Notice**.

View PDF attachment **B651916_Parts_Bulk_Ship_Return**.

View PDF attachment **B651916_Parts_Return_Program_Instructions**.

View PDF attachment **REP 72 12 000**.

View PDF attachment **16V-364_QA_11Sept2017**.

View PDF attachment **16V-364_ONL final**.

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SAFETY RECALL NOTICE

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

RE: Recall 16V-364 (B65 19 16) and 17V-020 (B65 08 17) : Passenger's Front Air Bag Module

BMW Group is conducting a Voluntary Safety Recall (16V-364 effective May 25, 2016 and 17V-020 effective January 10, 2017) involving the front passenger air bag in certain X5 (incl. M), X5 (diesel), X6 (incl. M), X6 ActiveHybrid.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

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

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

We appreciate all your assistance with this Recall.

REP-REP-RAE7072-7212000 Removing and installing or replacing airbag module on passenger side, VIN: XXXXXXX

ISTA system version	**3.56.21.16873**	Data version	**R3.56**	Programming data	-
VIN	**XXXXXXX**	Vehicle	**X'/E70/off-road vehicle/X5 4.8i/N62/AUT/US/left-hand drive/2010/03**		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	**0 km**				

72 12 000 **Removing and installing or replacing airbag module on passenger side**

Warning!

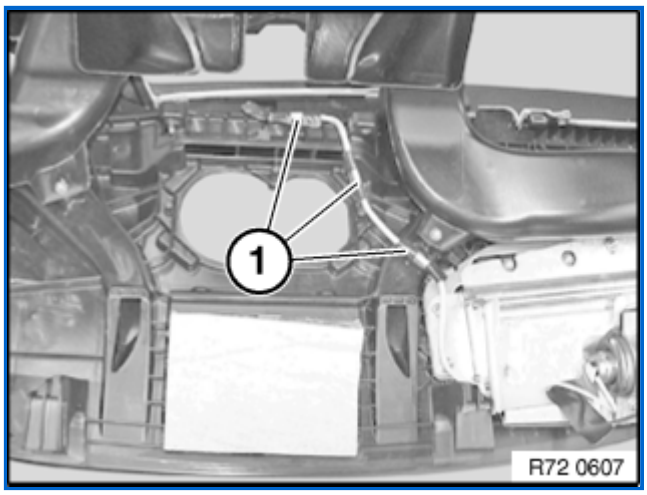
Read and comply with safety regulations for handling airbag modules and pyrotechnical belt tensioners.

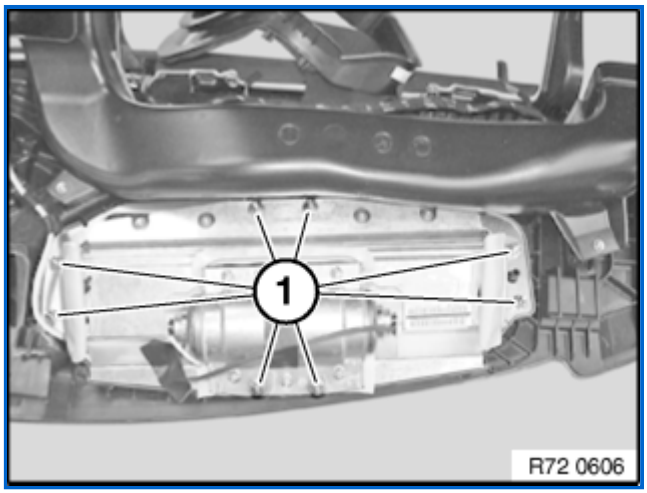
Incorrect handling can activate airbag and cause injury.

Necessary preliminary tasks:

- Clamp off battery negative lead
- Remove instrument panel trim

Unclip airbag lead with holders (1) from instrument panel.





Unscrew nuts (1).

Installation:
Replace nuts.

Tightening torque 72 12 01AZ.

Remove airbag module from instrument panel.

BMW

IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle,
Recall Campaign No. 16V-364: Passenger's Air Bag Module

July 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 2007-2011 BMW 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 passenger's air bag, excessive internal pressure could cause rupturing of the air bag inflator resulting in metal fragments striking the passenger 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?

The passenger air bag module will be replaced with a final remedy part. This free repair will take approximately three hours. You may request alternative transportation from your BMW center while the repair is taking place.

0003369
0000001

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 completing 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 en el lado inverso

SAMPLE

BMW

IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD – Repuesto definitivo disponible

Este aviso se aplica a su vehículo,
Campaña de retirada n.º 16V-364: Módulo de airbag del pasajero

Julio 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 deportivas X5 y X6 de BMW, correspondientes a los años 2007 a 2011, 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 pasajero, 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?

La pieza de la bolsa de aire del pasajero se reemplazarán con un repuesto definitivo. Esta reparación gratuita llevará aproximadamente unas tres horas. Puede solicitar un transporte alternativo al centro de BMW de su localidad mientras se lleva a cabo la reparación.

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

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

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

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

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

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

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

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

Atentamente.

BMW of North America, LLC

English translation on back side
Traducción en inglés al dorso

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

SAMPLE

BMW X5 SAV and X6 SAC
Model Year 2007 - 2011
Passenger's Front Air Bag Module
Safety Recall 16V-364
Last updated: 8/23/2017

Q1. Which models are included in this Safety Recall Campaign?
Included are approximately 98,000 vehicles, with approximate volumes and production dates as noted below.

Series	Model	Model Year	Approx. Volume	Production Dates
E70	X5 SAV (incl. M)	2007 – 2011	79,055	May 2006 – Aug 2011
E70	X5 SAV (diesel)	2009 – 2011	8,668	Mar 2008 – Sept 2011
E71	X6 SAC (incl. M)	2008 – 2011	9,800	Jul 2007 – Mar 2011
E72	X6 SAC ActiveHybrid	2010 – 2011	215	Mar 2009 – Sept 2011

Q2. Which inflator is affected?
This recall campaign involves the Takata PSPI-2 inflator.

Q3. Why are other X5 and X6 vehicles not included?
The vehicles included are Model Year 2012 and older for Zone A, Model Year 2009 and older for Zone B, and Model Year 2008 and older for Zone C. See geographic areas by zone in Q13/14 response. The remainder of the X5/X6 vehicles will require a passenger air bag at a later date per the May 2016 Takata Recall Amendment. See below:

TAKATA DIR Date	Zone A Population	Zone B Population	Zone C Population
Dec. 31, 2017	All vehicles not currently under recall containing non-desiccated frontal Takata PSAN inflators MY 2013 & older	All vehicles not currently under recall containing non-desiccated frontal Takata PSAN inflators MY 2010 & older	All vehicles not currently under recall containing non-desiccated frontal Takata PSAN inflators MY 2009 & older
Dec. 31, 2018	All remaining vehicles not currently under recall containing non-desiccated frontal Takata PSAN inflators	All remaining vehicles not currently under recall containing non-desiccated frontal Takata PSAN inflators	All remaining vehicles not currently under recall containing non-desiccated frontal Takata PSAN inflators
Dec. 31, 2019	All like for like non-desiccated frontal Takata PSAN replacement parts	All like for like non-desiccated frontal Takata PSAN replacement parts	All like for like non-desiccated frontal Takata PSAN replacement parts

Q4. What is the fix?
The passenger's front air bag module will be replaced for **FREE**.

Q5. How long will the repair take?
This repair may take approximately four hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed for free by your authorized BMW center.

Q6. When are the repair parts expected to be available?
Final remedy passenger's front air bags started to become available in August 2017.

Q7. 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.

Q8. 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.

Q9. How will I be notified when the final replacement for my vehicle is ready?
For the latest updates to this recall, please visit www.bmwusa.com/recall. Customers with affected vehicles will be notified via letter when the final replacement air bags become available. The final replacement parts are based on a priority schedule dictated by NHTSA. The highest risk registered vehicles, i.e., oldest models in highest absolute humidity areas (e.g., USA Gulf states) are given priority. As parts supply increases, all owners of affected vehicles will be notified by letter. When you receive the final letter, you should to 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 and vehicle 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.

Q10. Is the driver's front air bag in my vehicle affected by a recall?
Yes. 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.

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.

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. 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 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.

Q11. Am I eligible for reimbursement under the TREAD Act if I previously replaced my passenger'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.

Q12. 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.

Q13. 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.

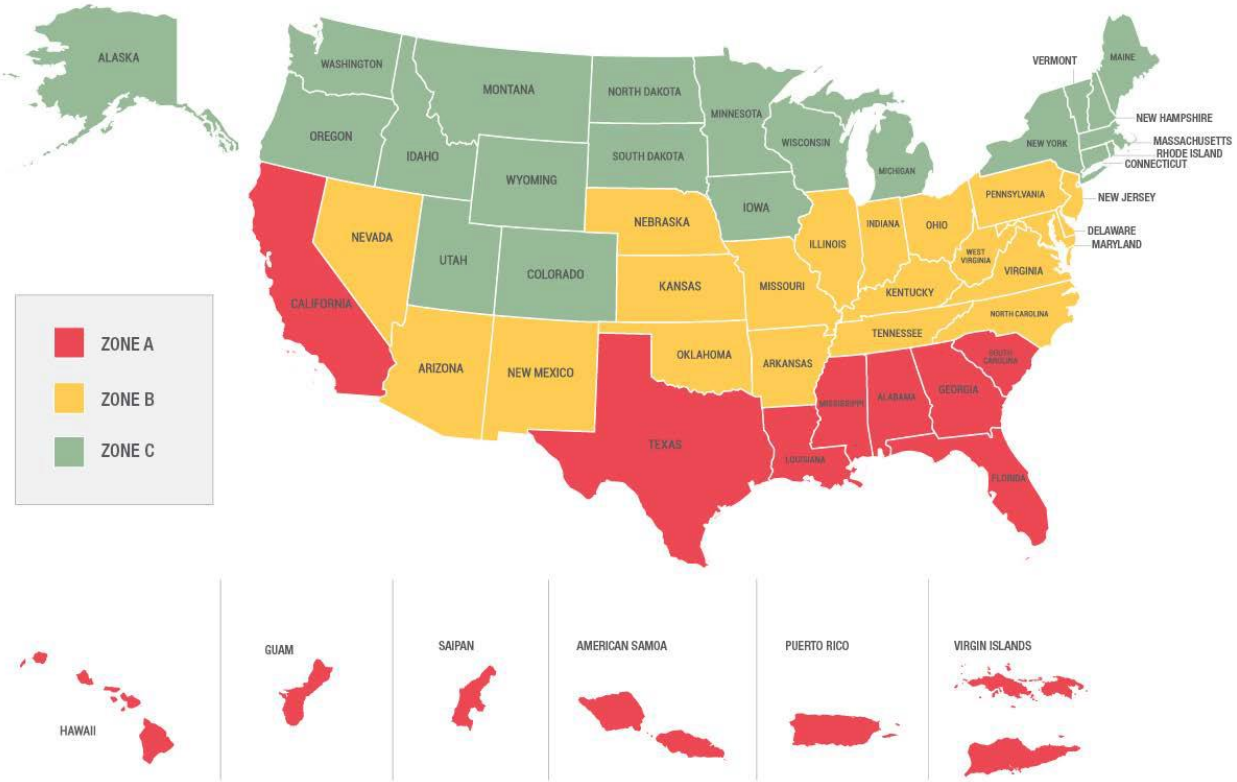
Q14. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?

Per the NHTSA website, geographic zones have been established based on the temperature fluctuations and humidity and the exposure time required under those environmental conditions to degrade the propellant to the point where it poses an unreasonable risk to safety.

BMW X5 SAV and X6 SAC
Model Year 2007 - 2011
Passenger's Front Air Bag Module
Safety Recall 16V-364
Last updated: 8/23/2017

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.



SI B65 19 16 : Recall Campaign 16V-364: Passenger's Air Bag Module

BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
- Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : **SCTakataRestraints_International@xpo.com**
  - Important: please be aware that there is an underscore (_) in the above Alaska email address, between the words "Restraints" and "International".
  - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039.

1. Contact Takata:

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.
  - **Email:** SCFieldAction.14305@xpo.com
  - **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.
  - If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
  - 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.

- Class 9 Label
- UN3268 Safety Device *
- 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 72 68 01 00

Safety Device Return Procedure for Airbag Recall

ATTENTION

DO NOT USE THE "1.4 LABEL" **AND DO NOT** FOLLOW ANY INSTRUCTIONS FOUND INSIDE THE REPLACEMENT AIRBAG MODULE'S BOX.

DISREGARD THOSE INSTRUCTIONS AND DO NOT RELABEL THE ORIGINAL BOX THAT WILL NOW BE USED FOR RETURNING THE RECALLED AIRBAG.

IMPORTANT

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation ("DOT") will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer's (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the module must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

IMPORTANT: Do not deploy the safety device. The person packing the used safety device must read and follow the provided instructions.

- UPDATE! Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
    - Email: scfieldaction.14305@xpo.com
    - 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, **once every 2 weeks**, 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

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 (SIB 65 19 16)	169

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 XI'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.