




SI B65 22 16
Audio, Navigation, Monitors, Alarms, SRS

January 2017
Technical Service

RECALL CAMPAIGN 16V-683: DRIVER'S AIR BAG MODULE F15 F25 F26

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.

The procedures contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin have been updated. This new information provided by this revision is preceded by this symbol 

This Service Information bulletin supersedes SI B65 22 16 **dated October 2016**.

MODEL

F15 (X5)	F25 (X3)	F26 (X4)
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SITUATION

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2014 – 2015 vehicles. This involves the replacement of the driver's air bag module.

AFFECTED VEHICLES

This Recall Campaign involves 3,606 Model Year 2014-2015 Sport Activity Vehicles (SAV) X3, X4, X5.

All customers will be contacted via phone over the next few weeks by our Customer Relations Department and Dealer Product Services (DPS). The calls will be based on parts availability. Calls are being made to inform customers that their vehicle is affected by this recall and to assist the customer with making an appointment for the repair. In addition to the call campaign we will mail customer letters in early November. The call script is attached for your convenience.

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

CAUSE

Due to a supplier production error, inflators were incorrectly welded. This issue is related to supplier production process and not to the propellant.

CORRECTION

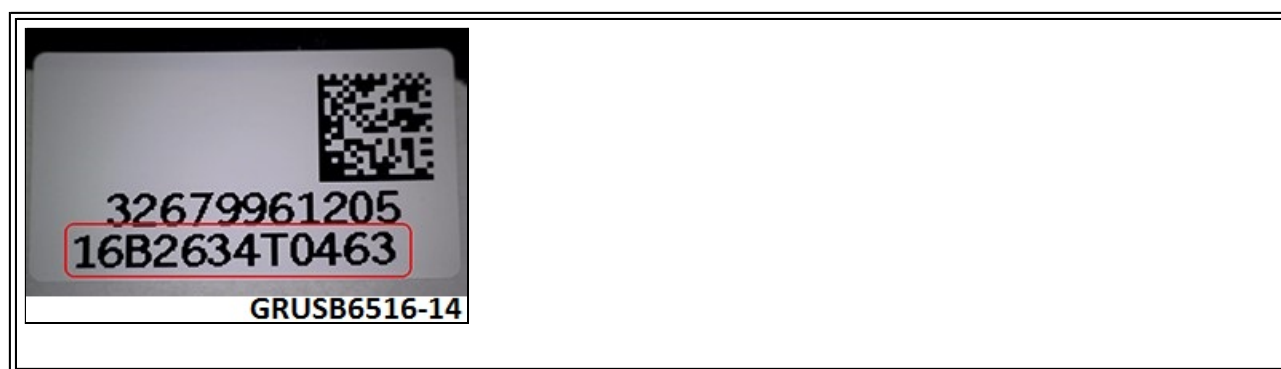
Replace the driver's air bag module.

PROCEDURE

Please record exterior cosmetic condition of air bag cover and steering wheel 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 (sports steering wheel)
- REP 32 34 030 – Removing and installing/replacing air bag unit (M sports steering wheel)



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.

PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
32 30 6 799 612	Air bag module, driver side sport for vehicles F25 / F26 with engine N55 / N57T / B47O	1
32 30 6 859 518	Air bag module, driver side sport for vehicles F25 / F26 with engine N20 / N47T	1
32 30 6 865 360	Air bag module, driver side sport for F15 vehicles with engine N57T	1
32 30 6 868 412	Air bag module driver's side base for F15 vehicles	1
32 30 6 868 413	Air bag module, driver side sport for F15 vehicles with option 255 SPORTS LEATHER STEERING WHEEL	1

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.

A DCSnet part return tag will be generated for the driver's front air bag module with special handling instructions. Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

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.

UPDATE! These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them. Air Bag returns to Takata are now done every other week.

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

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

Please **do not** return these Technical Campaign air bag modules to the:

- Warranty Parts Return Center (WPRC) or to the
- Recycling/disposal vendors listed in the Warranty Policy and Procedures Manual, Section 6.

WARRANTY INFORMATION

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

Defect Code:	00 32 44 02 00	
Labor Operation:	Labor Allowance:	Description:
00 64 203	5 FRU	Replace Driver Air Bag

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.

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.

In the case where the customer paid for the replacement of his/her driver's front air bag module to address the issue described in this Recall bulletin, please reimburse the customer-paid repair expense as follows:

Defect Code: 85 99 00 12 NA

- Sublet Code 3
- Dollar amount (with no markup)
- Comment: Reimbursement for allowable expenses related to the previous customer-pay repair
- Please detail and itemize the claimed sublet on the repair order and in the claim comment section.

Retain the "original" customer-pay invoice in your files.

ATTACHMENTS

View PDF attachment [B652216 CR Telephone Script.](#)

View PDF attachment [B652216 Q&A.](#)

View PDF attachment [B652216 Parts Return Program Instructions.](#)

View PDF attachment [B652216 Parts Bulk Ship Return.](#)

View PDF attachment [Recall Notice B652216.](#)

View PDF attachment [REP 32 34 020 Removing and installing replacing air bag module.](#)

View PDF attachment [REP 32 34 030 Removing and installing replacing air bag module M Sports Steering Wheel.](#)

View PDF attachment [REP 32 34 030 Removing and installing replacing air bag module Sport Steering Wheel.](#)

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SAFETY RECALL NOTICE

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

RE: Recall Campaign 16V-683: Driver's Air Bag Module F15 F25 F26. B65 22 16

BMW Group is conducting a Voluntary Safety Recall (effective September 20, 2016) involving the driver-side air bag module in certain F15 (X5), F25 (X3) and F26 (X4).

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.

Call Script for 16V-683 PSDI-X, October 20, 2016

NOTE: DPS will starting calling customers when BMW has a steady parts supply. DPS will have an active VIN list of list of vehicles that have not had the recall performed. They will call the customer and ask them if they can assist in scheduling an appointment.

Hello, may I speak with <Customer Name>?

Hello, this is <First & Last Name> from <BMW Center Name>. I'm calling to speak with <Customer Name>. I have an urgent message regarding the Takata Driver's Air Bag module. Our records indicate your BMW <Model> is affected by this recall. Do you have a few moments to speak with me?

Customer has time to speak

- Great. Thank you! I would like to offer my personal assistance in scheduling a service appointment at your preferred BMW center to have your vehicle's airbag replaced free of charge. This repair should take approximately one hour; however, additional time may be required depending on the BMW center's schedule.
- Which BMW center do you prefer?
- Great, thank you. Would you like to wait at (NAME OF CENTER) while your vehicle is being serviced?

IF CUSTOMER CANNOT WAIT: Offer assistance in securing rental/loaner.

- I would also like to let you know that you will be receiving or may have already received a letter via First-Class Mail advising you of this recall. While the letter mentions not having parts, we wanted to call today as we were able to secure a part for your vehicle.
- Thank you for your time. If you have any questions, please call <name > at <000-000-0000>.

Customer does NOT have time to speak:

I understand. I do have important information to share with you regarding this important safety recall for your BMW. Is there a more convenient time that I can call you back?

NOTE: If customer has questions about the recall, refer to the attached Q&A.

Script - voice mail/answering machine:

This message is for <Customer Name>. My name is <First & Last Name> from <BMW Center> I am calling about an important safety recall regarding the replacement of the driver's air bag module on your BMW <Model>. It is urgent that you call us as soon as possible regarding this recall. Please call us back at <000-000-0000>. Again, this is <First & Last Name> from <BMW Center> and our number is <000-000-0000>.

BMW X3 SAV, X4 SAC and X5 SAV
Model Year 2014 - 2015
Driver's Front Air Bag Module
Safety Recall 16V-683
Last updated: 1/3/2017

Q1. Which models are included in this Safety Recall Campaign?

Included are approximately 3,606 vehicles. The approximate volumes and production dates are noted below.

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
F25	X3 SAV	2015	1,116	5/9/2014 - 7/11/2014
F25	X3 SAV (diesel)	2015	160	5/9/2014 - 7/11/2014
F26	X4 SAC	2015	228	5/28/2014 - 7/11/2014
F15	X5 SAV (incl. M)	2014 - 2015	2,068	5/7/2014 - 11/18/2014
F15	X5 SAV (diesel)	2014	34	6/17/2014 - 7/21/2014

Q2. Which inflator is affected?

This recall involves the Takata PSDI-X inflator.

Q3. What is the specific concern?

Takata believes that a manufacturing error occurred whereby the inflator housing may have been incorrectly welded.

Q4. Is this related to high absolute humidity like the other Takata recalls?

No. This is a supplier manufacturing error.

Q5. What is the fix?

The driver's front air bag module will be replaced.

Q6. How long will the repair take?

This repair will 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.

Q7. When are the repair parts expected to be available?

Parts are available.

Q8. How will I be notified?

If your vehicle is affected, you will receive a letter via First Class mail advising you of this recall and requesting that you schedule an appointment with an authorized BMW center for service and repair. You can locate your nearest BMW center at www.bmwusa.com/dealers.

Q9. Do I have to wait for my letter in order to have my vehicle serviced?

No. You can schedule an appointment with an authorized BMW center for service and repair.

Q10. Why are other X3, X4 and X5 vehicles not included?

Only a specific production period is believed to be affected by these improperly manufactured inflators.

Q11. Why is the passenger's front air bag not affected?

The passenger front air bag has a different type of inflator.

BMW X3 SAV, X4 SAC and X5 SAV
Model Year 2014 - 2015
Driver's Front Air Bag Module
Safety Recall 16V-683
Last updated: 1/3/2017

Q12. How are the replacement parts different?

The replacement parts were produced during a different manufacturing period.

Q13. What can happen as a result of this issue?

If the inflator housing was incorrectly welded, then it could separate from the base plate during an air bag deployment. This could result in metal and other debris passing through the air bag cushion material. This may result in injury or death to vehicle occupants.

Q14. Is it possible to find out whether the problem exists in my car?

No.

Q15. How did BMW become aware of this issue?

BMW became aware of this issue through its quality review procedures.

Q16. Is BMW aware of any accidents or injuries involving BMW vehicles associated with this campaign?

BMW is aware of one incident without injuries associated with this recall.

Q17. 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 are notified of this recall and 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.

Q18. 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 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>.

Q19. How do I update the vehicle ownership information?

You can update the vehicle ownership information by registering at <http://www.bmwusa.com/myBMW>.

Q20. Will BMW give me a loaner vehicle until a repair part is available?

Since replacement parts are available, alternate transportation will only be offered while the vehicle is being serviced for this recall.

Q21. 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.

BMW X3 SAV, X4 SAC and X5 SAV
Model Year 2014 - 2015
Driver's Front Air Bag Module
Safety Recall 16V-683
Last updated: 1/3/2017

Q22. 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.

SI B65 22 16 - Recall Campaign 16V-683: Driver's Air Bag Module

Defect Code: 00 32 44 02 00

Safety Device Return Procedure for Airbag Recall

****ATTENTION****

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

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

IMPORTANT

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

SI B65 22 16 - Recall Campaign 16V-683: Driver's Air Bag Module

CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION

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

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

- **UPDATE!** Dealers must contact Takata/XPO **Once Every 2 Weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
 - Email: scfieldaction.14305@xpo.com
 - Phone: 210-250-5079

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

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

For any other questions or concerns, please contact the WPRC: AirbagReturns@bmwna.com

BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

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

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

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

1. Contact Takata:

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.
 - o **Email:** SCFieldAction.14305@xpo.com
 - o **Phone:** 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
 - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
 - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the

2. Stacking:

Place the recall airbag components neatly on a pallet, and securely shrink-wrap them to the pallet.

Note: The total height of the pallet and boxes cannot exceed 60 inches.



3. Labeling:

Securely attach the following labels on each side of the shrink-wrapped pallet.

- o Class 9 Label
- o UN3268 Safety Device *
- o OVERPACK USED *

*You can print these labels on letter size white paper, using Microsoft Word.



4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: AirbagReturns@bmwna.com

REP-REP-RAF2532-3234020 Removing and installing/replacing airbag unit, VIN: XXXXXXXX

ISTA system version	3.56.21.16873	Data version	R3.56	Programming data	-
VIN	XXXXXXX	Vehicle	X'/F25/off-road vehicle/X3 sDrive28i/N20/AUT/US/left-hand drive/2014/06		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

32 34 020

Removing and installing/replacing airbag unit



Warning!

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

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

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

Important!

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

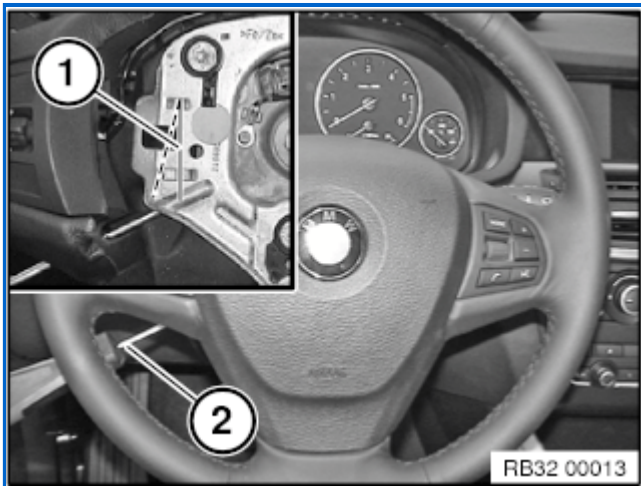


Follow [procedure after airbag deployment](#).



Necessary preliminary work:

- Disconnect [battery earth lead](#)
- If necessary, remove shift paddles



Insert Torx screwdriver T25 (2) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 1.5 cm).

Press spring leg (1) inward until airbag is unlocked.

Repeat procedure on other side.

Installation note:

Make sure electrical leads are correctly positioned.

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



Warning!

Danger of injury!

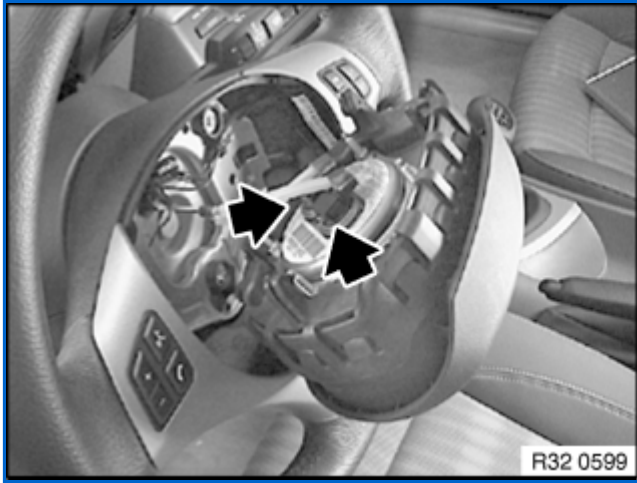
Airbag unit may only be set down with the airbag itself facing upwards.

Tilt airbag unit forwards.

Disconnect plug connections and remove airbag unit.

Installation note:

Connect plugs to connections of same colour on airbag unit.



REP-REP-RAF1532-3234030_MLENKRAD Removing and installing/replacing airbag unit (M sports steering wheel), VIN: XXXXXXXX

ISTA system version	3.56.21.16873	Data version	R3.56	Programming - data
VIN	XXXXXXX	Vehicle	X'/F15/off-road vehicle/X5 sDrive35i/N55/AUT/US/left-hand drive/2014/08	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

32 34 030

**Removing and
installing/replacing
airbag unit (M sports
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



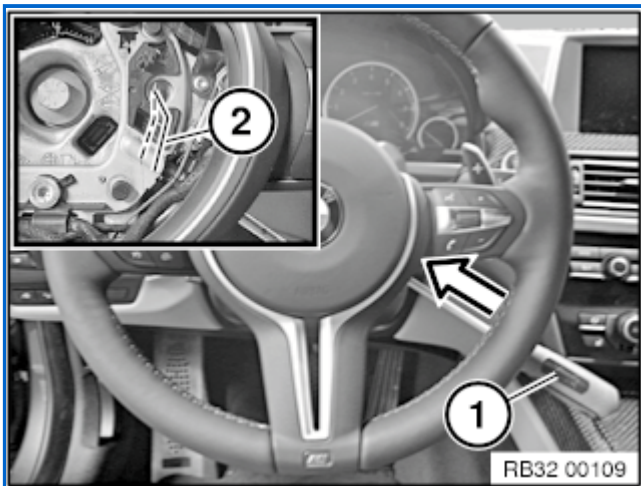
airbag unit has been triggered!

Follow [procedure after airbag deployment](#).



Necessary preliminary tasks:

- Disconnect [battery earth lead](#)



Insert Torx screwdriver T27 (1) straight into concealed opening until a spring resistance can be felt.

Press in wire spring clip (2) with Torx screwdriver T27 (1) in direction of arrow until the airbag unit is unlocked.

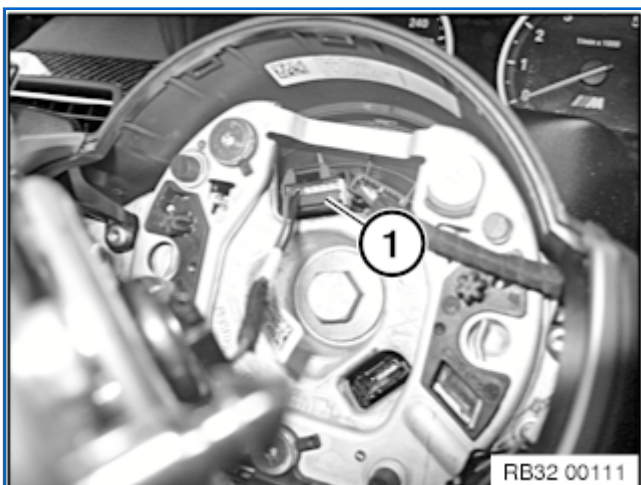
Repeat the procedure on the left steering wheel side and carefully raise the airbag unit.



Warning!

Danger of injury!

The airbag unit may only be set down with the airbag itself facing up.



Raise airbag unit towards rear.

Disconnect plug connections(1) and remove airbag unit.

Installation note:

Make sure electrical leads are correctly positioned.

Carefully press airbag unit plane-parallel in direction of steering column shaft into steering wheel with uniform pressing force until it engages noticeably and audibly.

REP-REP-RAF1532-3234030 Removing and installing/replacing airbag unit (sport steering wheel), VIN: XXXXXXXX

ISTA system version	3.56.21.16873	Data version	R3.56	Programming - data
VIN	XXXXXXX	Vehicle	X'/F15/off-road vehicle/X5 sDrive35i/N55/AUT/US/left-hand drive/2014/08	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

32 34 030

Removing and installing/replacing airbag unit (sport steering wheel)



Warning!

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

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

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

Important!

Steering wheel must be replaced if



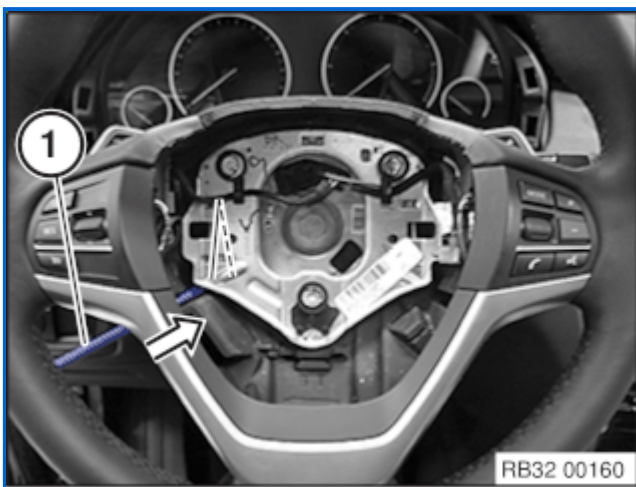
airbag unit has been triggered!

Follow procedure after airbag deployment.



Necessary preliminary tasks:

- Disconnect [battery earth lead](#)



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

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

Repeat procedure on other side.

Installation note:

Make sure electrical leads are correctly positioned.

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



Warning!

Danger of injury!

The airbag unit may only be set down with the airbag itself facing up.

Tilt airbag unit towards rear.

Disconnect electrical connectors (1) and remove airbag unit.

