



SIB 65 22 16

2019-10-18

## 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.

This Service Information Bulletin (Revision 4) replaces SI B65 22 16 **dated December 2018**.

**What's New** (Specific text highlighted):

- Parts Retention Section - Email Address for returns

### MODEL

E-Series	Model Description	Production Date
F15	X5 Sports Activity Vehicle	Some Model Year 2014 – 2015 vehicles
F25	X3 SAV	
F26	X4 Sports Activity Coupe	

### AFFECTED VEHICLES

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

All customers were contacted via phone in November by our Customer Relations Department and Dealer Product Services (DPS). Calls were 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, customer letters were mailed 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.

### 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.

### CAUSE

Due to a supplier production error, inflators were incorrectly welded. This issue is related to supplier production and not 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 (circled above) 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**

**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.

The claim processing will be delayed if any un-related extra parts are charged and claimed with this repair.

Only order 1 of the following air bag modules per vehicle:

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
32 30 6 888 441	Air bag module, driver side sport for vehicles <b>F25 / F26</b> with engine N55 / N57T / B47O	1
32 30 6 888 441	Air bag module, driver side sport for vehicles <b>F25 / F26</b> with engine N20 / N47T	1
32 30 6 888 441	Air bag module, driver side sport for <b>F15</b> vehicles with engine N57T	1
32 30 6 888 432	Air bag module driver's side base for <b>F15</b> vehicles	1
32 30 6 888 438	Air bag module, driver side sport for <b>F15</b> vehicles with option 255 SPORTS LEATHER STEERING WHEEL	1

## **PARTS RETENTION AND RETURN**

**“Recalled parts” that are removed from BMW vehicles cannot be used for resale!**

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA.

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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**

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

<b>Defect Code:</b>	<b>0032440200</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
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.

### **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 who 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](mailto:roadside.assistance@bmwna.com).

Additional information can be found in the Mobile Assistance program guide in CenterNet, it is located under the Customer Relations menu.

## Claim - Labor Reimbursement

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operation's published KSD2 flat rate unit (FRU) allowance at a of "rate of 150 percent." This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

## Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the "on-call" technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period of time (for example, on multiple calls), only one on/off punch time is required.

## Claim Submission

In addition to the Takata Air Bag Recall repair order line item, please open an additional line item as describe below:

<b>Defect Code:</b>	<b>85820269TK</b>	<b>Takata Recall - Mobile Assistance Off-Site Repair</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
65 99 000	# FRU*	Additional labor allowance to perform "off-site" repair through Mobile Assistance

## \*Labor Calculation Example

If the special flat rate labor for the Takata Air Bag Recall has a stated allowance of 5 FRU, applying the "rate of 150 percent," this repair will be reimbursed at a total of 8 FRU as a Mobile Assistance off-site repair:

- Claim the additional "3 FRU" or the "applicable additional FRU amount" using the defect code and labor operation provided above.

## Notes:

- Round up "half" flat rate units when applicable.
- Identify this line time as "Additional labor for a Mobile Assistance off-site repair."
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code "65 99 000" is not considered a Main labor operation.

## Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have their driver's front air bag module replaced as a result of an accident. In such a case, either an insurance company or the customer themselves, paid for the replacement of the above mentioned air bag module in conjunction with the accident repairs. Such cases are not covered by this campaign and are not entitled to reimbursement.

[B652216 Recall Notice.pdf](#)

16V-683 PSDI-X\_Q&A\_3Jan2017.pdf

B652216\_Parts\_Return\_Program\_Instructions.pdf

B652216\_Parts\_Bulk\_Ship\_Return.pdf

B652216 CR Telephone Script.pdf

REP 32 34 030 Removing and installing replacing air bag module Sport Steering Wheel.pdf

REP 32 34 030 Removing and installing replacing air bag module M Sports Steering Wheel.pdf

REP 32 34 020 Removing and installing replacing air bag module.pdf

B652216\_16V-683-ONL\_FINAL.pdf

## **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.

**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](http://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](http://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.

## 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



## IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle,  
Recall Campaign No. 16V-683: Driver's Front Air Bag Module

September 2016

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 2014-2015 BMW X3 Sports Activity Vehicles, X4 Sports Activity Coupes and X5 Sports Activity Vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

### Why are we contacting you?

This recall involves the driver's front air bag module on your vehicle. We are pleased to inform you that we have the necessary parts to complete this recall. **If you have not already had this important free repair completed on your vehicle, please contact your authorized BMW center immediately to schedule an appointment.** Visit [www.bmwusa.com/dealers](http://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 front air bag, the inflator housing could separate from the base plate if it was incorrectly welded. This could result in metal and other debris passing through the air bag cushion material striking the driver or other occupants in the vehicle, 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 driver's front air bag module will be replaced free of charge.

### What if the current vehicle ownership information is incorrect?

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 you have questions or experience problems?

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](mailto:CustomerRelations@bmwusa.com). **For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).**

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](mailto:CustomerRelations@bmwusa.com)

Internet  
[bmwusa.com](http://bmwusa.com)

Spanish translation on back side  
Traducción en español en el lado inverso

# BMW



## IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD –

### Aviso provisorio

**Este aviso se aplica a su vehículo,  
Campaña de retirada n.º 16V-683: Módulo de airbag delantero del conductor**

Octubre de 2016

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 deportiva X3, de la serie de coupes deportivas X4 y de la serie deportiva X5 de BMW, correspondientes a los años 2014 a 2015, tienen un defecto que afecta la seguridad de estos vehículos motorizados. Nuestros registros indican que usted es el propietario de un vehículo potencialmente afectado.

#### ¿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](http://www.bmwusa.com/dealers) para localizar el centro de BMW más cercano.

#### ¿Qué podría pasar?

En caso de producirse un choque que requiriera la activación del airbag delantero del conductor, la caja del inflador podría separarse de la placa base si se soldó de manera incorrecta. Esto podría hacer que restos metálicos y otros residuos atravesaran el material de acolchado del airbag y golpearan al conductor o a otros ocupantes en el vehículo, con el potencial de causar lesiones severas o la muerte. **Si no es el único conductor de este vehículo, notifique a los demás conductores y pasajeros sobre esta información importante.**

#### ¿Qué hará BMW?

El módulo del airbag delantero del conductor se reemplazará sin cargo.

#### ¿Qué pasa si la información actual de la titularidad del vehículo es incorrecta?

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 debe hacer si tiene alguna pregunta o si experimenta algún problema?

Si tiene alguna pregunta sobre esta retirada, comuníquese con el centro autorizado de BMW. 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](mailto:CustomerRelations@bmwusa.com). **Para ver las últimas actualizaciones de esta retirada, visite [www.bmwusa.com/recall](http://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 Tránsito de Autopista), 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.

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](mailto:CustomerRelations@bmwusa.com)

Sitio web  
[bmwusa.com](http://bmwusa.com)

English version on front side  
Versión en inglés en el frente

# 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](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : [SCTakataRestrains\\_International@xpo.com](mailto:SCTakataRestrains_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words "Restrains" 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](mailto: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](mailto:AirbagReturns@bmwna.com)

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](mailto: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](mailto:Juan.Armstrong@craneww.com)
- **UPDATE!** Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto: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](mailto: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](mailto:AirbagReturns@bmwna.com)

**REP-REP-RAF2532-3234020 Removing and installing/replacing airbag unit&comma; VIN: XXXXXXXX**

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

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**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!

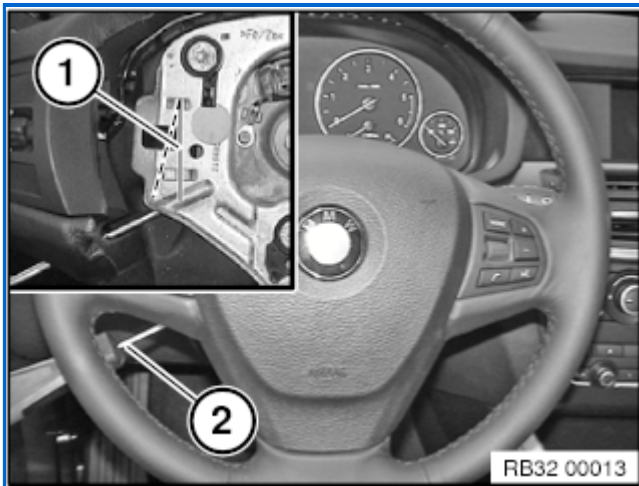


Follow [procedure after airbag deployment](#).



#### 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!

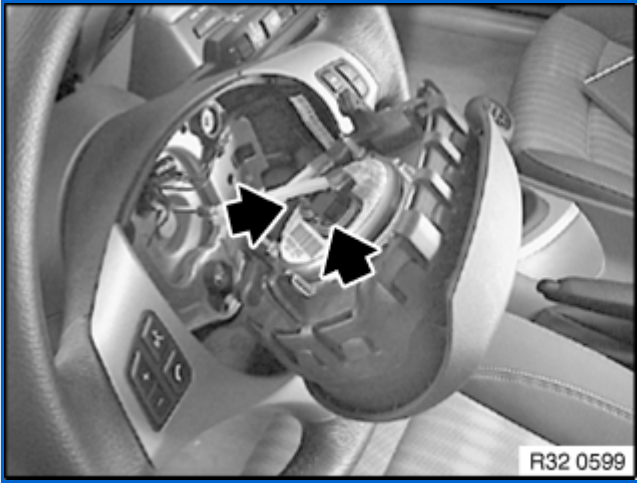
Airbag unit may only be set down with the airbag itself facing upwards.

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)&comma; VIN: XXXXXXXX**

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ISTA system version	3.56.21.16873	Data version	R3.56	Programming - data
VIN	XXXXXXXX	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			

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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



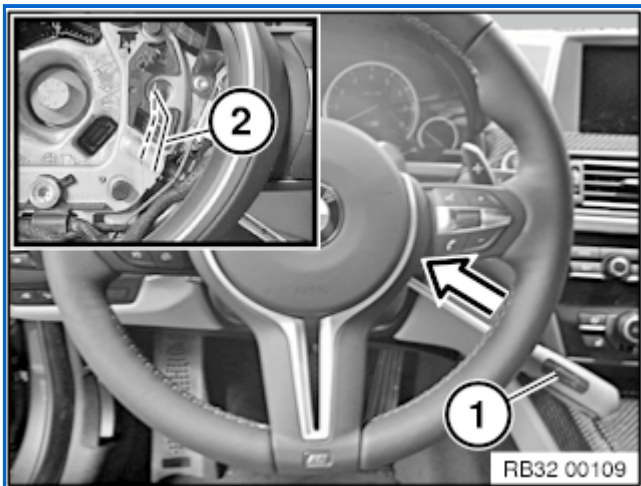
airbag unit has been triggered!

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.

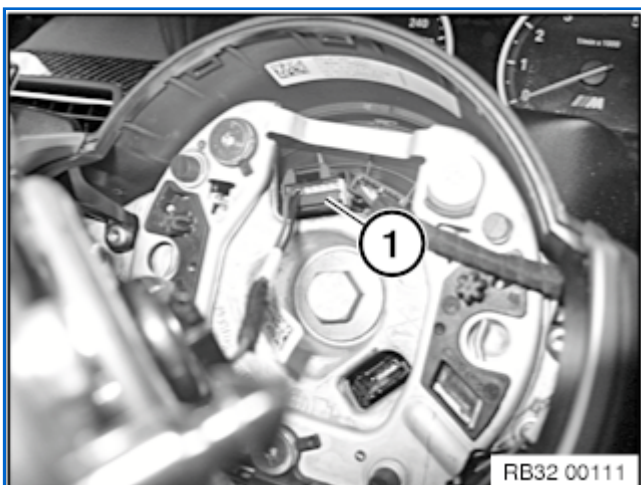
Repeat the procedure on the left steering wheel side and carefully raise the airbag unit.



### 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)&comma; VIN: XXXXXXXX**

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

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**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



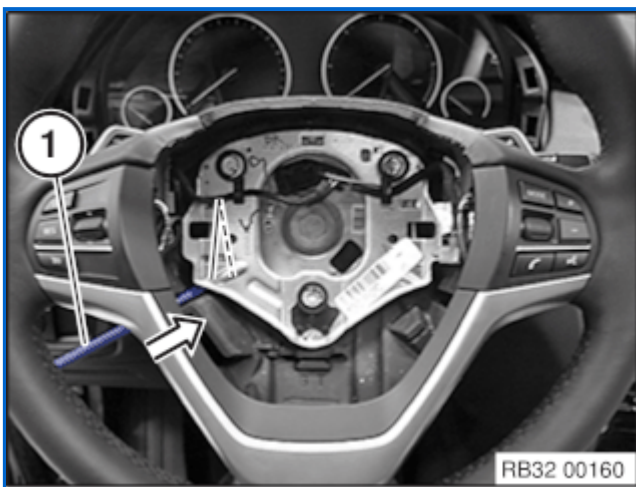
airbag unit has been triggered!

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.

