

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: 17V-020 Recall -Passenger Air Bag
Date: Friday, January 13, 2017 4:00:11 PM

Publish Date: January 13, 2017
From: Technical Service
Expiration Date: January 27, 2017

DCSnet Message
Urgent



Subject: **17V-020 Recall -Passenger Air Bag**

BMW AG is conducting a Voluntary Safety Recall involving the replacement of the passenger front air bag on certain Model Year 2007 - 2012 BMW vehicles.

This new recall is an extension to the previous E7x passenger air bag recall 16V-364.

Attached is Service Information Bulletin B65 19 16 and Legal Notification. These attachments contain important information, therefore, please be sure to read all the attachments in their entirety.

Sincerely,

Technical Service

Attachments:



Recipients: BMW SAV (Light Trucks), CC-All
BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel



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

January 2017
Technical Service

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

UPDATE! RECALL 17V-020: PASSENGER'S FRONT AIR BAG MODULE (EXPANSION)

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

This Service Information bulletin Replaces SI B65 19 16 **dated October 2016**

MODEL

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

UPDATE! 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**.

UPDATE! BMW AG is expanding the previously announced (16V-364) passenger front air bag. This expansion affects approximately 48,000 vehicles Model Year 2006 to 2012 (please note Model Year 2012 has been added). Since Recall 16V-364 was announced in 2016 and this expansion is announced in 2017, a new recall number 17V-020 was assigned. The repairs for 16V-364 and 17V-020 are identical, therefore, we are including both recalls in this bulletin B65 19 16. The vehicles affected by the expansion will be identified by defect code 0072810100.

Vehicles in dealer inventory are affected by this recall. Vehicles which are affected will show the campaign as "Open" when checked either in AIR or ISPA Next. Once the Warranty Vehicle Inquiry system is updated on Saturday, January 14, 2017 it will display the same information. The affected vehicles will be identified with the comment: **B651916 Recall-Passenger Air Bag**

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.

All customers affected by this Recall are being sent an interim letter. The letter will inform them that

their vehicle is affected by this recall. To assist you with customer concerns, please reference the attached Q & A that will be updated as information becomes available.

UPDATE! **AFFECTED VEHICLES**

	EARLIER RECALL	RECALL EXPANSION
	16V-364	17V-020
	~95,000 vehicles	~48,000 vehicles
	Defect code: 00 72 68 01 00	Defect code: 00 72 81 01 00
Series/Model	Production Dates	Production Dates
E70 (X5 SAV, incl. M)	May 2006 – Mar 2011	June 2006 – Nov 2012
E70 (X5 SAV diesel)	Mar 2008 – Sept 2011	Sept 2007 – Sept 2009
E71 (X6 SAC incl. M)	Jul 2007 – Mar 2011	Jul 2007 – Mar 2012
E72 (X6 SAC ActiveHybrid)	Mar 2009 – Sept 2011	

This recall applies to the same vehicles affected by recall 16V-071 driver's front air bag. . No new vehicles are affected by 17V-020 that have not yet been recalled for the driver's air bag.

UPDATE! **CORRECTION**

Replace the passenger's front air bag assembly.

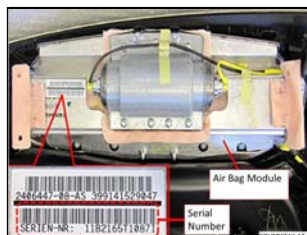
UPDATE! **PROCEDURE**

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

UPDATE! 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.



UPDATE! 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.

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

- **UPDATE!** 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.
- **UPDATE!** 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 9 141 529	Air Bag Passenger Front	1
07 11 9 905 949	Hex Hut M6	8

UPDATE! 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.

A DCSnet part return tag will be generated for the passenger'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**. **UPDATE!** This will now be done once every 2 weeks.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them.

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.

UPDATE! WARRANTY INFORMATION

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

Recall 16V-364		Production Dates
Defect Code:	0072680100	May 2006 – Sept 2011
Labor Operation:	Labor Allowance:	Description:
00 64 200	34 FRU	Replace the front passenger airbag module (Main work)
UPDATE! Recall 17V-020		Production Dates
Defect Code:	0072810100	June 2006 – Nov 2012
Labor Operation:	Labor Allowance:	Description:
Will be updated soon	Will be updated soon	Will be updated soon

UPDATE! 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.

UPDATE! In order to determine which of the above two defect codes should be used for a specific VIN, please enter the VIN in AIR (1); or use the key reader. 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”

Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is not likely. 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.

In the case where the customer paid for the replacement of his/her passenger'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 [161004 Takata revised Jan2017.](#)

View PDF attachment [16V-364 QA 7Oct2016.](#)

View PDF attachment [B651916 Interim Letter.](#)

View PDF attachment [Recall Notice B651916.](#)

View PDF attachment [REP 72 12 000.](#)

View PDF attachment [B651916 Parts Return Program Instructions.](#)

View PDF attachment [B651916 Parts Bulk Ship Return.](#)

[Copyright ©2017 BMW of North America, Inc.]

SAFETY RECALL NOTICE

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

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

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.

BMW X5 SAV and X6 SAC
Model Year 2007 - 2011
Passenger's Front Air Bag Module
Safety Recall 16V-364
Last updated: 10/7/2016

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 2011 and older for Zone A and Model Year 2008 and older for Zone B (see geographic areas by zone in Q6 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 located here: http://icsw.nhtsa.gov/safercar/rs/takata/pdfs/Amendment_Nov3_2015-ConsentOrder.pdf.

Q4. What is the fix?

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

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 free of charge by your authorized BMW center.

Q6. When are the repair parts expected to be available?

A limited number of interim remedy desiccated passenger's front air bags are expected in October 2016. Final remedy parts are expected in the third quarter of 2017.

Q7. Can I continue to drive my BMW loaner car or rental if I choose not to have the interim air bag replacement installed?

No. Because NHTSA has deemed the interim Takata replacement air bags safe for a minimum of six years, customers are requested to return loaner and/or rental cars once notified that your vehicle's interim part is available. Should they choose not to have the interim air bag installed and still want to drive a rental car, customers can certainly do so at their own expense.

Q8. If I receive 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?

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

BMW X5 SAV and X6 SAC
Model Year 2007 - 2011
Passenger's Front Air Bag Module
Safety Recall 16V-364
Last updated: 10/7/2016

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.

Q11. If I receive an interim air bag, do I need to have it replaced again?

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

General Takata Questions

Q1. What is the specific concern?

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

Q2. What is desiccant?

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

Q3. Why are other BMW models not included?

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

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

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

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

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

Q6. How did BMW become aware of this issue?

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

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.

BMW X5 SAV and X6 SAC
Model Year 2007 - 2011
Passenger's Front Air Bag Module
Safety Recall 16V-364
Last updated: 10/7/2016

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. What if I have my vehicles registered in NY, but my vehicle resides at my home in Florida. How do I get a new airbag?

In this instance, please contact Customer Relations at customerrelations@bmwna.com or by calling 1-800-831-1117.

Q13. I'm not the first owner of this vehicle and am concerned it may have been kept in a high humidity state. What can you tell me?

Any vehicle that was ever registered in hot and humid area as defined by NHTSA is given priority on the list of customers being notified about this recall.

Q14. Which states are considered to be high absolute humidity areas?

Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands.

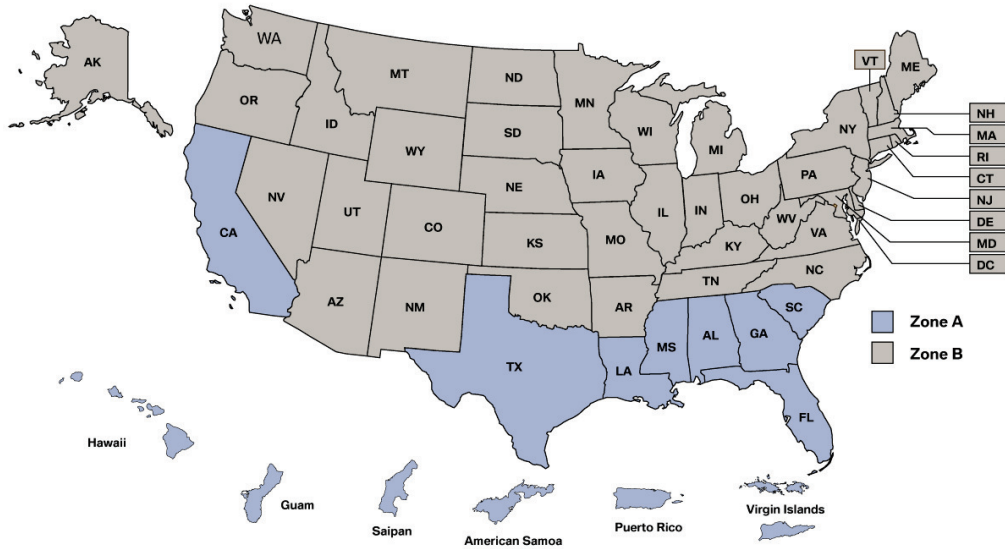
Q15. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?

Per the NHTSA website, two 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.

- Zone A includes states with high temperature fluctuations and humidity; estimated time of propellant deterioration is 6 to 9 years
- Zone B includes states with moderate temperature fluctuations and humidity; estimated time of propellant deterioration is 10 to 20 years

BMW X5 SAV and X6 SAC
Model Year 2007 - 2011
Passenger's Front Air Bag Module
Safety Recall 16V-364
Last updated: 10/7/2016

- A vehicle's zone designation is subject to change per guidance from NHTSA and Takata.





IMPORTANT SAFETY RECALL – Interim Notice

This notice applies to your vehicle, [INSERT VIN]

Recall Campaign No. 16V-364: Passenger'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 2007-2011 BMW X5 Sports Activity Vehicles and X6 Sports Activity Coupes. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

This recall involves the passenger front air bag module on your vehicle. Please note that at the present time, we do not have final remedy parts available. BMW will notify you via another letter as soon as we can complete this recall on your vehicle.

What could happen?

In the event of a crash necessitating deployment of the passenger front air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking the passenger 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.**

PLEASE NOTE: If the front passenger seat is not occupied, the passenger front air bag will not deploy in the event of a crash; thereby removing the risk of an inflator rupture.

What will BMW do?

The passenger front air bag module will be replaced free of charge when parts become available.

What if you are not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by filling out the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>.

If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if 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. For the latest updates to this recall, please visit 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

Internet
bmwusa.com

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

TAKATA RECALLS

DEFINITIONS, NUMBER VEHICLES

	Recall No.	Model	Model Year	Approximate Vol.	Airbag Type	Expansion to passenger side		
OLDERS	14V-428	3 series	2000-2006	574,012	(Passenger)			
	13V-172	3 series	2002-2003	43,208	(Passenger)			
	15V-318	3 series, 5 series, X5	2002-2006	420,661	(Driver Side)			
	15V-318	3 series, 5 series, X5-(FL,HI,PR & customer escalation)	2002-2006	54,445	(Driver Side)			
XVEHICLES	16V-071	X5 SAV (incl. M)	2007 – 2013	214,580	(Driver Side)	2006-2012	145,000	16V-364 Passenger PSPI-2
		X5 SAV (diesel)	2009 – 2013	35,440	(Driver Side)	2007-2011		17V-020 Passenger PSPI-2
		X6 SAV (incl. M)	2008 – 2014	37,000	(Driver Side)	2007-2012		
		X6 SAV ActiveHybrid	2010 – 2011	365	(Driver Side)	2010-2011		
		X3 SAV	2007 – 2010	64,925	(Driver Side)			
		X1 SAV	2013 – 2015	57,290	(Driver Side)			
NEWERS	16V-071	1 Series Coupe (incl M)	2008-2013	32,620	(Driver Side)			
		1 Series Convertible	2008-2013	28,160	(Driver Side)			
		3 Series Sedan (incl. M)	2006-2011	132,845	(Driver Side)			
		3 Series Sedan (Diesel)	2009-2011	4,160	(Driver Side)			
		3 Series Sports Wagon	2006-2012	3,270	(Driver Side)			
		3 Series Coupe (incl. M)	2007-2013	129,515	(Driver Side)			
		3 Series Convertible (incl. M)	2007-2013	99,810	(Driver Side)			

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

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.

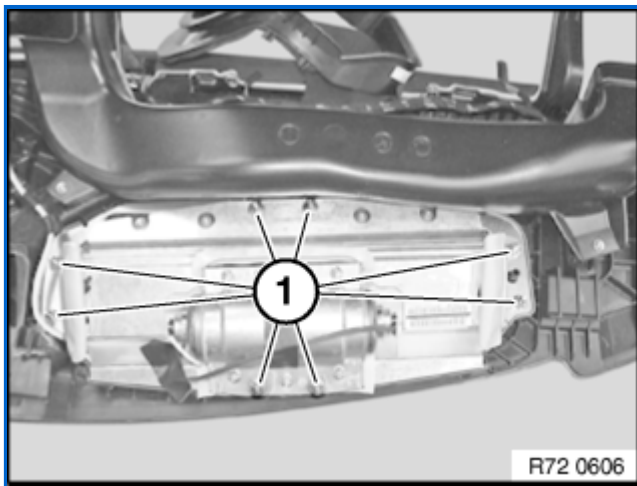
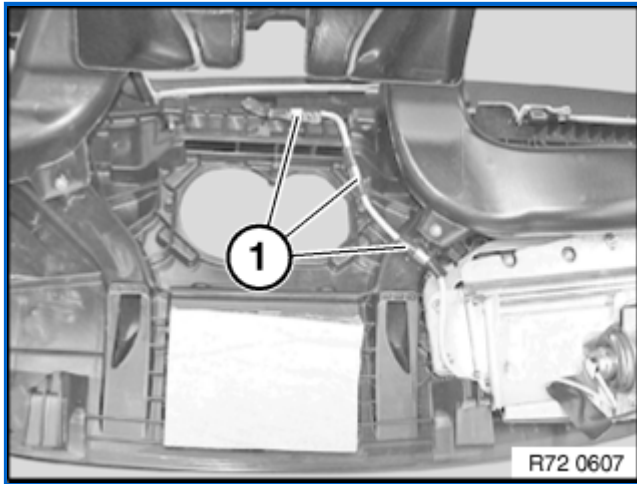
Incorrect handling can activate airbag and cause injury.



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 / 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 instructions provided by Takata.

2. Stacking:

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

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



3. Labeling:

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

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

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



4. Questions/Concerns:

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

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

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