



SIB 65 08 17

2019-10-10

**RECALL 17V-020: PASSENGERS FRONT AIR BAG
MODULE(EXPANSION TO 16V-364)**

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

**RECALL CAMPAIGN 17V-020: PASSENGERS FRONT AIR BAG MODULE
(EXPANSION TO 16V-364)**

This Service Information bulletin (Revision 5) replaces SI B65 08 17 dated October 2019.

What's New (Specific text highlighted):

- Parts Retention Section - Email Address for returns

MODEL
MODEL

E-Series	Model Description	Production Date
E70	X5 including M Sports Activity Vehicle	June 2006 – November 2012
E70	X5 xDrive35d SAV	September 2007 – July 2011
E71	X6 including M Sports Activity Coupe	July 2007 – March 2012

AFFECTED VEHICLES

Vehicles in dealer inventory are affected by this recall. Vehicles which are affected show the campaign as “Open” when checked either in AIR or ISPA Next. The Warranty Vehicle Inquiry system will display the comment: **B650817 Recall Front Passenger Air Bag**

SITUATION

BMW AG is expanding the previously announced (16V-364 / SI B65 19 16) passenger front air bag recall.. The vehicles affected by the expansion (Recall 17V-020) will be identified by **defect code 0072810100**.

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

CAUSE

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

CORRECTION

Replace the passenger's front air bag assembly.

PROCEDURE

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

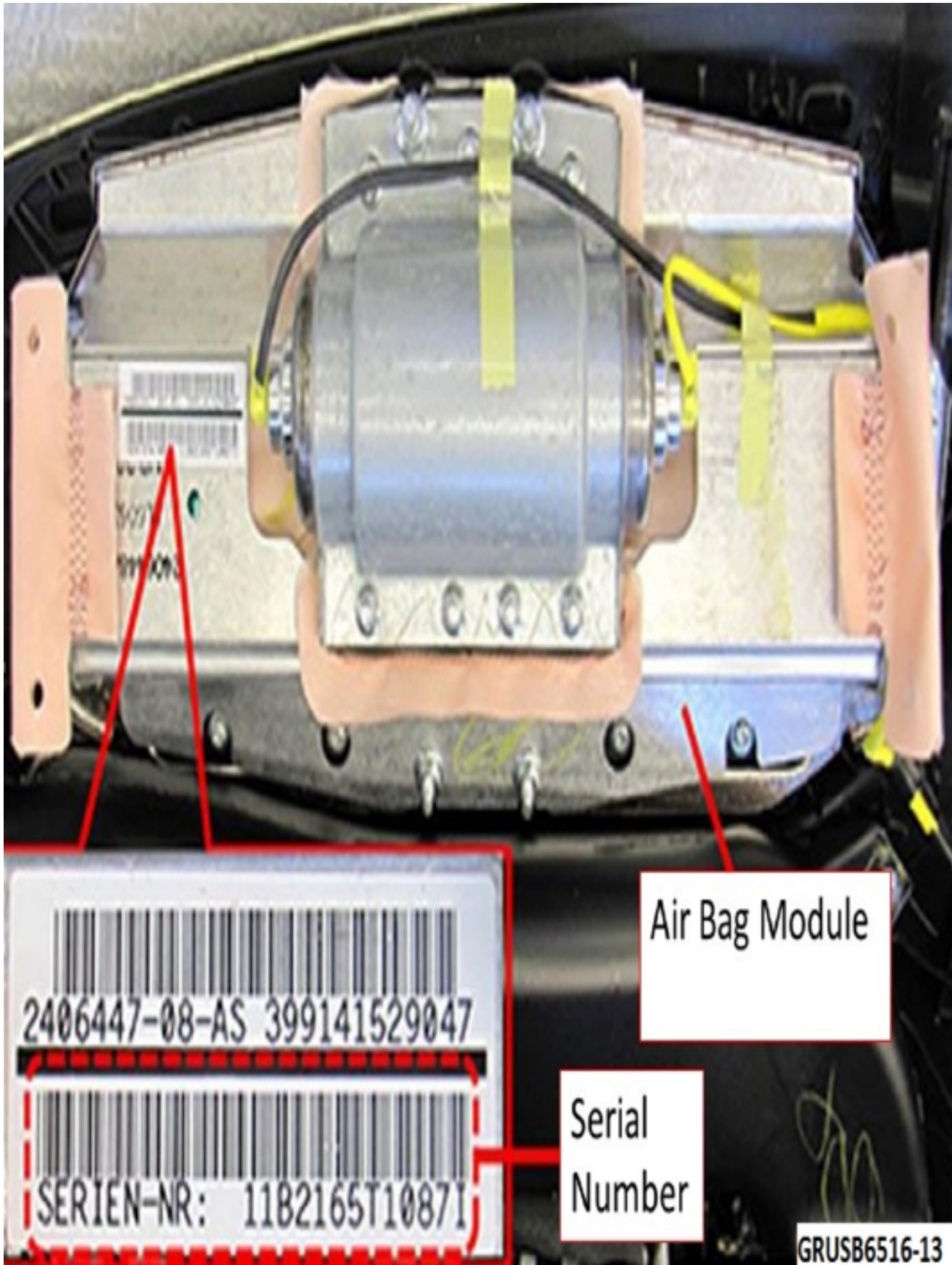
Follow ISTA Repair Instructions for removal/installation of air bag assembly:

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

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

- tinyurl.com/V650117

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



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

Note: Please make sure the blower motor wiring is routed correctly behind the crash-pad prior to re-installation of the dashboard.

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

- Check whether the dashboard is installed correctly. Indications of an installation problem include:
 - Uneven gaps around the dashboard
 - Excessive gaps
 - Contact between the windscreen and dashboard.

PARTS INFORMATION

Please monitor the Parts Matrix and DCS messages for the parts ordering procedure.

Part Number:	Description:	Quantity:
72 12 6 995 901	Air Bag Passenger Front (Final repair part)	1
07 11 9 905 949	Hex Nut M6	8

Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin. Performing a part number look-up in ETK/EPC by VIN or model will result with the wrong part being invoiced.

PARTS RETENTION

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

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

Upon claim payment, a DCSnet part return tag will be generated for the passenger'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 information below:

Recall 17V-020	Expanded Action	Production Dates
Defect Code	0072810100	June 2006 – November 2012
Labor Operation:	Labor Allowance:	Description:
00 64 288	34 FRU	Replace the front passenger air bag module (Main work)
Or:		
00 64 844	32 FRU	Replace the front passenger air bag module (Plus work)
And, when applicable		
00 65 895	2 FRU	Additional work for vehicles with the rear entertainment (DVD) system (SA 6FF)

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

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

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

And, as applicable:

Alternative Mobility Solutions (AMS) Reimbursement

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

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

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

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

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

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

For this Safety Recall, prior repair reimbursement requests are not likely. Typically, a customer would have their air bag module replaced because it deployed as a result of an accident. In these cases, either an insurance company or the customer themselves pays for accident-related air bag module replacements. These cases are not covered by this recall and are not entitled to be reimbursed.

Attachments

[REP 72 12 000.pdf](#)

[B650817 Parts Return Program Instructions.pdf](#)

[B650817 Parts Bulk Ship Return.pdf](#)

[B650817 Takata revised Jan2017.pdf](#)

[B650817 17V-020_QA_28Apr2017.pdf](#)

[B650817 Customer Letter 17V-020_1May2017.pdf](#)

[B650817 Recall Notice.pdf](#)

Supporting Materials

[picture_as_pdf B650817 Recall Notice.pdf](#)

[picture_as_pdf B650817 REP 72 12 000.pdf](#)

[picture_as_pdf B650817 Parts Bulk Ship Return.pdf](#)

[picture_as_pdf B650817 Takata revised Jan2017.pdf](#)

[picture_as_pdf B650817 Parts Return Program Instructions.pdf](#)

[picture_as_pdf B650817 17V-020_QA_28Apr2017.pdf](#)

[picture_as_pdf B650817 Customer Letter 17V-020_1May2017.pdf](#)

SAFETY RECALL NOTICE

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

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

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

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

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

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

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

We appreciate all your assistance with this Recall.

Attachment to SI B65 08 17

October 2019

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!**

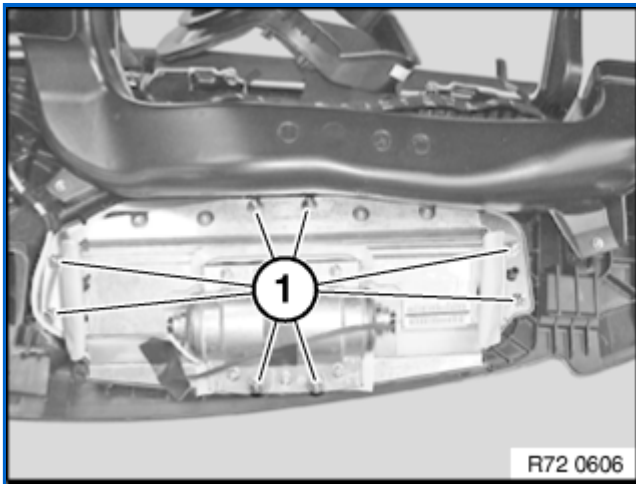
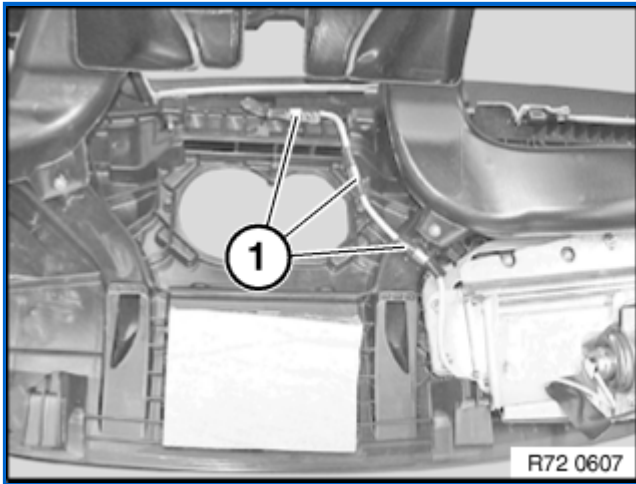
Read and comply with safety regulations for handling airbag modules and pyrotechnical belt tensioners.

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 X5 SAV and X6 SAC
Model Year 2007 - 2012
Passenger's Front Air Bag Module
Safety Recall 17V-020
Last updated: 4/28/2017

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

Included are approximately 48,951 vehicles, with approximate volumes and production dates as noted below.

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
E70	X5 SAV (incl. M)	2007 – 2012	43,193	June 2006 – Nov 2012
E70	X5 SAV (diesel)	2009	816	Sept 2007 – July 2011
E71	X6 SAC (incl. M)	2008 – 2012	4,942	Jul 2007 – Mar 2012

Q2. Which inflator is affected?

This recall campaign involves the Takata PSPI-2 inflator.

Q3. Why are other X5 and X6 vehicles not included?

The vehicles included are Model Year 2012 and older for Zone A, Model Year 2009 and older for Zone B, and Model Year 2008 and older for Zone C. See geographic areas by zone in Q13/14 response. The remainder of the X5/X6 vehicles will require a passenger air bag at a later date per the May 2016 Takata Recall Amendment. See below:

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

Q4. What is the fix?

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

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 passenger's front air bags are available. Final remedy parts are expected in the third quarter of 2017.

Q7. Will BMW give me a loaner vehicle until a repair part is available?

If you request a loaner vehicle and replacement parts are not available, BMW has authorized its Centers to assist customers with their alternate transportation needs.

Q8. If I 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.

BMW X5 SAV and X6 SAC
Model Year 2007 - 2012
Passenger's Front Air Bag Module
Safety Recall 17V-020
Last updated: 4/28/2017

Q9. How will I be notified when the final replacement for my vehicle is ready?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Customers with affected vehicles will be notified via letter when the final replacement air bags become available. The final replacement parts are based on a priority schedule dictated by NHTSA. The highest risk registered vehicles, i.e., oldest models in highest absolute humidity areas (e.g., USA Gulf states) are given priority. As parts supply increases, all owners of affected vehicles will be notified by letter. When you receive the final letter, you should to make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at www.bmwusa.com/dealers.

To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free of charge, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

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

You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall and download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department.

General Takata Questions

Q1. What is the specific concern?

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

Q2. What is desiccant?

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

Q3. Why are other BMW models not included?

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

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

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

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

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

Q6. How did BMW become aware of this issue?

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

Q7. Can I continue to drive my vehicle?

Yes. Vehicles equipped with air bags, save lives and reduce injuries. The vast majority of Takata air bags will perform as expected. When you receive a letter asking you to have this service performed by an authorized BMW center,

BMW X5 SAV and X6 SAC
Model Year 2007 - 2012
Passenger's Front Air Bag Module
Safety Recall 17V-020
Last updated: 4/28/2017

please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q8. I did not receive a letter from BMW regarding my vehicle. How can I find out if my BMW is included in this recall?

You can check for open recalls a few different ways. You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall and download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

Q9. What if I am not the current owner of this vehicle?

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

Q10. Will my BMW center deactivate my frontal air bag until it is replaced?

No, NHTSA estimates that frontal air bags saved 2,400 lives in 2014 alone. It is far more likely that if you are involved in a crash that your air bag will perform properly and protect you than it will rupture and cause harm.

Q11. Am I eligible for reimbursement under the TREAD Act if I previously replaced my passenger's front air bag module?

In this particular recall, reimbursement is likely not applicable, as you would typically have replaced your frontal air bag module as a result of an accident. In that situation, most likely your insurance company paid for the repair. However, in the very unusual (unlikely) scenario that you previously paid to replace the front air bag module "out-of-pocket" upon learning of this possible defect, you may be eligible for reimbursement. Additional information will be provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

Q12. I'm not the first owner of this vehicle and am concerned it may have been kept in a high humidity state. What can you tell me?

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

Q13. Which states are considered to be high absolute humidity areas?

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

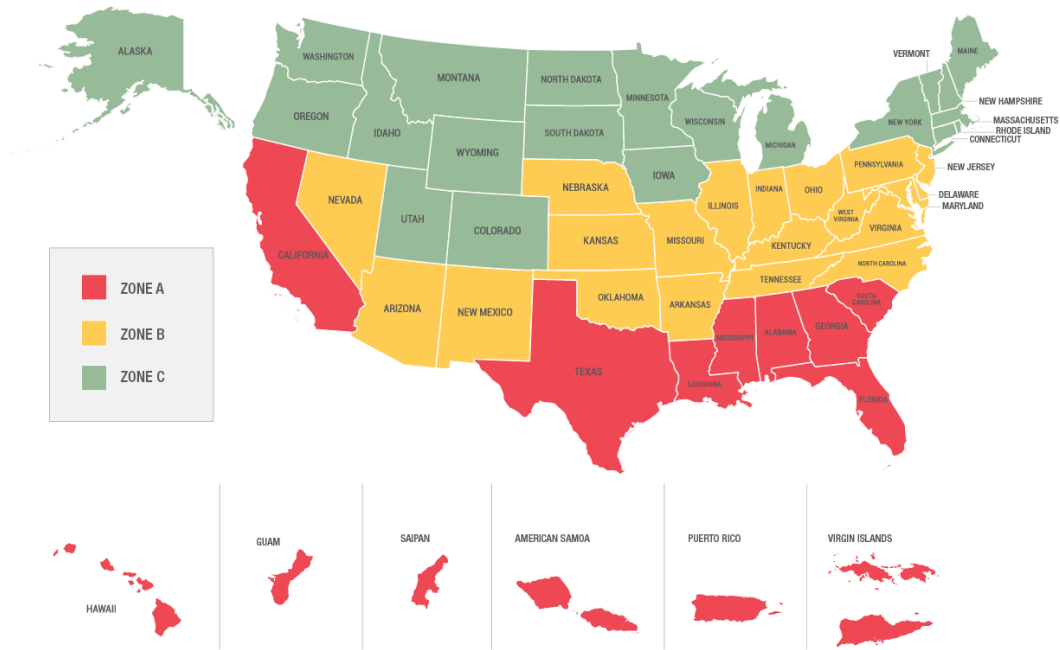
Q14. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?

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

BMW X5 SAV and X6 SAC
Model Year 2007 - 2012
Passenger's Front Air Bag Module
Safety Recall 17V-020
Last updated: 4/28/2017

High Absolute Humidity (“HAH”) Definitions

“HAH” or “A”	Time until unsafe propellant degradation is projected between 6-9 years.
“Non-HAH” or “Non-A”	Covers vehicles that have not been identified by the vehicle manufacturer as having been originally sold or ever registered in the HAH region. This includes Zones B and C.
“B”	Time until unsafe propellant degradation is projected between 10-15 years.
“C”	Time until unsafe propellant degradation is projected between 15-20 years.





IMPORTANT SAFETY RECALL – Interim Notice

**This notice applies to your vehicle,
Recall Campaign No. 17V-020: Passenger's Front Air Bag Module**

March 2017

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2007-2012 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. We are working diligently to accelerate the availability of remedy parts. BMW will notify you via another letter as soon as we can complete this recall on your vehicle. For the latest updates to this recall, please visit www.bmwusa.com/recall.

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.

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



IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD –

Aviso provisorio

Este aviso se aplica a su vehículo,

Campaña de retirada n.º 17V-020: Módulo de airbag delantero del pasajero

Marzo de 2017

Estimado propietario o arrendatario de BMW:



Le enviamos este aviso según las disposiciones de la National Traffic and Motor Vehicle Safety Act (Ley Nacional de Seguridad de Tráfico y Vehículos Automotrices). BMW AG ha determinado que algunos modelos de vehículos de la serie deportiva X5 y de la serie de coupés deportivos X6 de BMW, correspondientes a los años 2007 a 2012, 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?

Esta retirada se relaciona con el módulo de airbag delantero del pasajero en su vehículo. Tenga en cuenta que en este momento no tenemos los repuestos definitivos disponibles. Estamos trabajando diligentemente para acelerar la disponibilidad de piezas de reparación. BMW le informará mediante otra carta tan pronto como finalicemos esta retirada en su vehículo. Para ver las últimas actualizaciones de esta retirada, visite www.bmwusa.com/recall.

¿Qué podría pasar?

En caso de que se produzca un choque que requiera la apertura del airbag delantero del pasajero, un exceso de presión interna podría producir la ruptura del inflador del airbag y hacer que los fragmentos metálicos del inflador golpeen al pasajero o a otros ocupantes en el vehículo y les produzcan lesiones graves o la muerte. **Si usted no es la única persona que conduce este vehículo, comparta esta importante información con todos los demás conductores y pasajeros.**

TENGA EN CUENTA: Si el asiento del pasajero no está ocupado, la bolsa de aire delantera del pasajero no se activará en caso de chocar, lo que elimina el riesgo de ruptura del inflador.

¿Qué hará BMW?

El módulo del airbag delantero del pasajero se reemplazará sin cargo cuando las piezas estén disponibles.

¿Qué ocurre si usted no es el propietario actual de este vehículo?

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

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

¿Qué 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 de su localidad. En caso de necesitar asistencia adicional, puede ponerse en contacto con el BMW Customer Relations and Services (Servicio de Atención al Cliente de BMW) llamando al 1-800-525-7417 o por correo electrónico a CustomerRelations@bmwusa.com.

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

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

Atentamente.

BMW of North America, LLC

Empresa
BMW
of North America, LLC
BMW Group Company

Dirección postal
PO Box 1227
Westwood NJ 07675-
1227

Teléfono
(800) 525-7417

Fax
(201) 930-8362

Correo electrónico
CustomerRelations@
bmwusa.com

Sitio web
bmwusa.com

Spanish translation on back side
Traducción en español al dorso

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

Defect Code: 00 72 81 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@cranewww.com
- **UPDATE!** Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@cranewww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- **UPDATE!** Dealers in Alaska, please contact: SCTakataRestraints_International@xpo.com
 - Important: please be aware that there is an underscore (_) in the above Alaska email address, between the words "Restraints" and "International".
 - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039

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

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)			
VEHICLES	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)			