



## RECALL CAMPAIGN 17V-495: REPLACE DRIVER'S AIR BAG MODULE (PSDI-X) EXPANSION

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

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 bulletin replaces SI B65 13 17 released **September 2017**

### What's New:

- Parts Information

### MODEL

F12 (M6 Convertible)	F13 (M6 Coupe)	F25 (X3)	
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### SITUATION

BMW is conducting a Voluntary Safety Recall of BMW X3 (F25) and M6 (F12/F13) vehicles involving the driver's air bag module (PSDI-X)

### AFFECTED VEHICLES

This Recall Campaign involves Model Year 2011-2013 BMW X3 (F25) and M6 (F12/F13) vehicles.

Approximately 3,365 vehicles have been added to recall 17V-495 that was announced August 8, 2017. Total approximate number of vehicles affected is now 6,785.

This new recall is an extension to the previous recall 16V-683.

Customer notification letters announcing that a remedy is available will be mailed early October 2017.

Vehicles in dealer inventory are affected by this recall/stop. Vehicles which are affected will show the campaign as "Open" when checked either in AIR or ISPA Next.

The affected vehicles will be identified with the comment: **0032560200 B651317 Recall: Driver's Air Bag Module PSDI-X.**



This Recall shows up under a different bulletin number in the vehicle inquiry. This is because the Recall was initially released as SI B32 05 17. This will be corrected once this SI releases.

### CAUSE

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

## CORRECTION

Replace the driver's front 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)



Note: Before installing the replacement part, the new air bag module's serial number must be

documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.



## PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure.

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

Part Number	Description	Quantity
32 30 6 799 611 or its supersession 32 30 6 888 435	Basic airbag module, driver's side F25	1
OR		
32 30 6 799 612 or its supersession 32 30 6 888 441	Driver's side airbag module, Sport F25 (vehicles with SA0255 or SA0710 or SA02TB)	1
OR		
32 30 7 845 796 or its supersession 32 30 8 092 725	Driver's side airbag module, M Sport for F12M and F13M	1

## PARTS RETENTION AND RETURN

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 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:

- SCTakataRestrains\_International@XPO.com

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

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly)

## WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>0032560200</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 157	5 FRU	Replace the driver's airbag (Main Work)
OR		
00 65 729	3 FRU	Replace the driver's airbag (Plus work)



Note: 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.

Posted: Friday, September 28, 2018

## ATTACHMENTS

View PDF attachment [B651317 Recall Notice.](#)

View PDF attachment [B651317 17V-495-Driver's Air Bag PSDIX QA 16August2017 final.](#)

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

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

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

View PDF attachment [B651317 Parts Bulk Ship Return.](#)

View PDF attachment [B651317 Parts Return Program Instructions.](#)

View PDF attachment [Takata Recalls Reference 8 24 2017.](#)

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## **SAFETY RECALL NOTICE**

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

RE: Recall 17V-XXX: Replace Driver's Air Bag Module B32 05 17

BMW AG is conducting a Voluntary Safety Recall (effective August 16, 2017) on Model Year 2011-2013 BMW X3 and M6 vehicles involving the driver's air bag module (PSDI-X).

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

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

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

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

We appreciate all your assistance with this Recall.

**REP-REP-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!

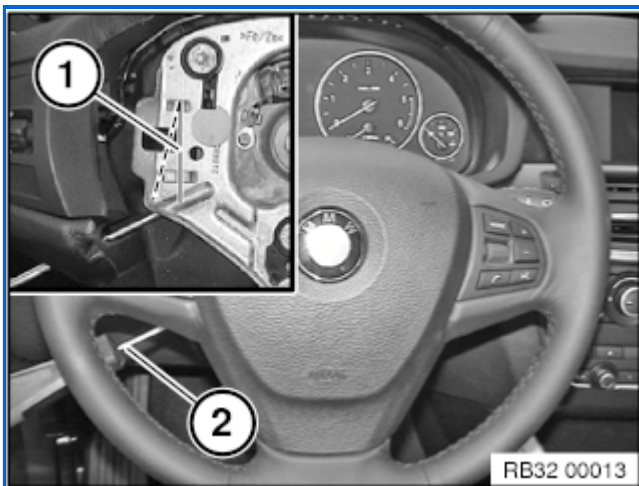


Follow [procedure after airbag deployment](#).



#### 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!

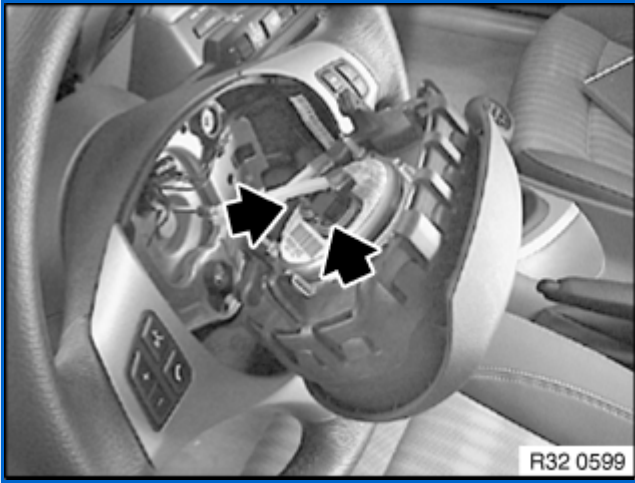
Airbag unit may only be set down with the airbag itself facing upwards.

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



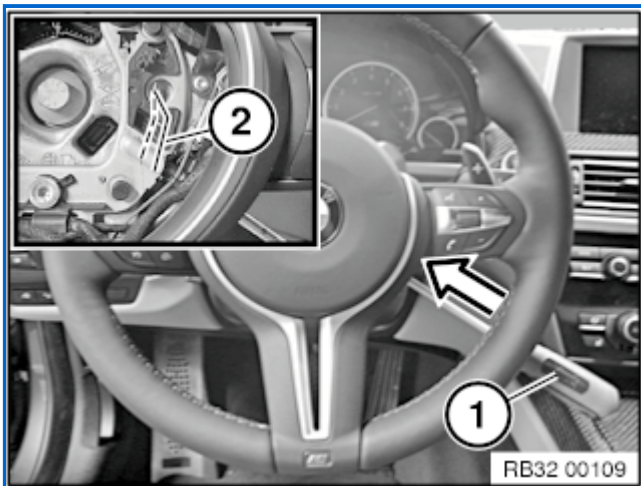
airbag unit has been triggered!

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.

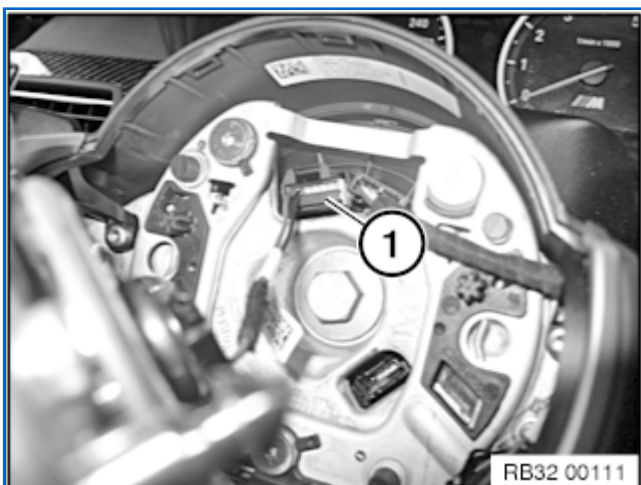
Repeat the procedure on the left steering wheel side and carefully raise the airbag unit.



### 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	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 (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



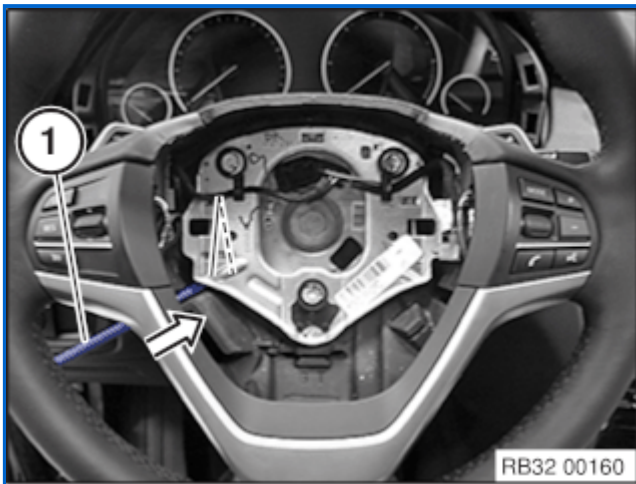
airbag unit has been triggered!

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.



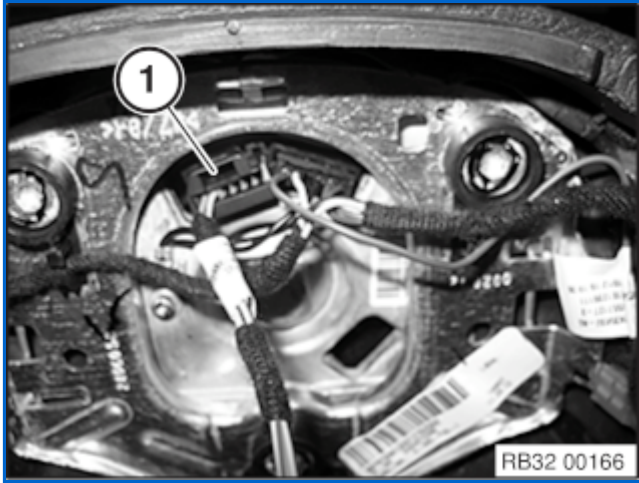
#### Warning!

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.



# 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 : [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.

## 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)

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.

## 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)

# TAKATA RECALLS.

## Definitions/ number of vehicles – Older Cars.

Recall No.	Model	Model Year	Approximate Vol.	Airbag Type
14V-428	3 series (SIB 651714)	2000-2006	574,012	(Passenger)
13V-172	3 series (SIB 651513)	2002-2003	43,208	(Passenger)
15V-318	3 series, 5 series, X5 (SIB 651115)	2002-2006	420,661	(Driver Side)
15V-318	3 series, 5 series, X5-(FL,HI,PR ) (SIB 651115)	2002-2006	54,445	(Driver Side)
17V-047	Spare Parts (SIB 650217)	2000-2003	230,000	(Driver Side)



- All owners letters were mailed
- These vehicles are subject of the present Stericycle outreach effort.
- Please ensure that you have one point person in your BMW Center assigned to work with Stericycle.
- Stericycle is using mailers, emails, text message and live phone calls to reach out to customers. When they reach a customer on the phone, they attempt to make an appointment for them at the dealer of their choice, to have the airbag replaced.

# TAKATA RECALLS.

## Definition/ number of vehicles – X Models.

New year => new recall no.

Recall No. 16V-364

17V-020

18V-XXX

Recall No.	Model	Model Year	Approximate Volume	Airbag Type
16V-071	X5 SAV (SIB 651416)	2007 – 2013	214,580	(Driver Side)
	X5 SAV (SIB 651416)	2009 – 2013	35,440	(Driver Side)
	X6 SAV (SIB 651416)	2008 – 2014	37,000	(Driver Side)
	X6 SAV Hybrid(SIB 651416)	2010 – 2011	365	(Driver Side)
	X3 SAV (SIB 651516)	2007 – 2010	64,925	(Driver Side)
	X1 SAV (SIB 650917)	2013 – 2015	57,290	(Driver Side)

Expansion to passenger side

2007-11	66,524
2009-11	16,087
2008-11	9,026
2010-11	169
(SIB 65 19 16)	

Expansion to passenger side

48,000 vehicles
X5 and X6
(SIB 650817)



- Affected Vehicles: 409,600.
- Previously the X1s were included SIB 651416 .
- Now the X1's have been split from this group. They are mentioned in a separate SIB 650917 because;
  - The repair method changed
  - The parts numbers changed
 The VIN's affected have not changed.

# TAKATA RECALLS.

## Definition/ number vehicles – Newer Cars.

Recall No.	Model	Model Year	Approximate Vol.	Airbag Type
<b>16V-071</b>	1 Series Coupe (SIB 651616)	2008-2013	32,620	(Driver Side)
	1 Series Convertible(SIB 651616)	2008-2013	28,160	(Driver Side)
	3 Series Sedan (incl. M) (SIB 651616)	2006-2011	132,845	(Driver Side)
	3 Series Sedan (Diesel) (SIB 651616)	2009-2011	4,160	(Driver Side)
	3 Series Sports Wagon(SIB 651616)	2006-2012	3,270	(Driver Side)
	3 Series Coupe (incl. M) (SIB 651616)	2007-2013	129,515	(Driver Side)
	3 Series Convertible (incl. M) (SIB 651616)	2007-2013	99,810	(Driver Side)



- Affected Vehicles: 430,380.
- In order to supplement the letters mailed to these owners, an outreach effort consisting of an RSVP Program will be launched in September 2017. BMW will coo the costs of clinics specifically designed to invite customers to come to the workshop outside business hours and have their airbags replaced (example on a Saturday or in the evening).
- Event will be promoted on the Q3 Aftersales Roundtable, Dealer Direct, Bulletin and through the field teams including Service Retention Field Force.
- Proactive approach of dealers with the largest impact based on affected cars in PMA as parts availability continues to improve.
- Use of Urban Science Customer Database to avoid overlap of communication and produce effective outreach to most likely to be correct customer addresses.

**BMW X3 SAV & M6  
Model Year 2011-2013  
Driver's Front Air Bag Module  
Safety Recall 17V-495  
Last updated: 08/16/2017**

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

Included are approximately 6,775 vehicles. The approximate volumes and production dates are noted below.

Series	Model	Model Year	Approx. Volume	Production Dates
F12	M6 Convertible	2012-2013	101	5/14/2012-7/25/2012
F13	M6 Coupe	2013	44	7/02/2012-11/23/2012
F25	X3 SAV	2011-2013	6,630	7/22/2011-4/20/2012

**Q2. This sounds familiar. Was there a similar recall before?**

Yes. In 2016, approximately 3,606 X5 SAV vehicles were recalled.

**Q3. Which inflator is affected?**

This recall involves the Takata PSDI-X inflator.

**Q4. What is the specific concern?**

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

**Q5. Is this related to high absolute humidity like the other Takata recalls?**

No. This is a supplier manufacturing error.

**Q6. How will by vehicle be repaired?**

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

**Q7. 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 free repair will be performed by your authorized BMW center.

**Q8. When are the repair parts expected to be available?**

We are currently working on securing parts as quickly as possible.

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

Yes. BMW is in the process of implementing this program to ensure that the necessary parts, tools and procedures are available to its authorized BMW centers, prior to instructing you to take your vehicle in for repair.

**Q10. Why are other X3 and M6 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.

**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?**

**BMW X3 SAV & M6**  
**Model Year 2011-2013**  
**Driver's Front Air Bag Module**  
**Safety Recall 17V-495**  
*Last updated: 08/16/2017*

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?**

No.

**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. How will I be informed of this Safety Recall?**

You will receive a letter in October 2017 via First Class mail advising you of this recall. At that time, you should immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).

**Q19. 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.

**Q20. How do I update the vehicle ownership information?**

To ensure BMW has your most recent contact and vehicle information, please register your vehicle at [www.bmwusa.com/myBMW](http://www.bmwusa.com/myBMW). Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW.

**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.

**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-

**BMW X3 SAV & M6**  
**Model Year 2011-2013**  
**Driver's Front Air Bag Module**  
**Safety Recall 17V-495**  
*Last updated: 08/16/2017*

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.