

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Do Not Drive Order Issued for Older Vehicles with Takata Airbags
Date: Thursday, May 4, 2023 10:30:53 AM

Publish Date: May 4, 2023
From: Technical Service
Expiration Date: May 18, 2023

DCSnet Message
Urgent



Subject: **Do Not Drive Order Issued for Older Vehicles with Takata Airbags**

Effective immediately, approximately 90,000 vehicles built between 2000 and 2006 are under a **Do Not Drive** order. BMW of North America has pro-actively decided this in the interest of customer safety. These vehicles have already been included in several Takata-related recalls and are equipped with PSDI-4 driver's front airbag inflators manufactured by Takata.

What Dealers Need to Know:

- Owners will be instructed not to drive a vehicle to a center for repair. Mobile Service and towing options continue to exist and should be utilized.
- Dealers are urged to review and utilize processes at their centers to identify and repair all affected vehicles at their dealership and in their surrounding areas.

Dealer Resources:

- Recall questions from BMW centers related to implementation should be addressed to RecallQuestions@bmwna.com
- Technical questions can be addressed via a TSARA technical support case
- Customer's needing support to set up a tow should be asked to call 844-695-8382

Affected Vehicles:

- 2000-2006 BMW 3 Series (E46), including M3
- 2000-2003 5 Series (E39), including M5
- 2000-2004 X5 (E53)

Affected Recall IDs:

- 15V-318
- 17V-047
- 19V-015
- 19V-698




Please note that new vehicle sales and established recall processes, such as warranty claims and parts, will not be impacted by the **Do Not Drive** order.



To help inform your teams, the corresponding SIBs have been updated and the updated FAQs are attached.

Thank you for your support and attention regarding this important matter.

Sincerely,

The Recall Implementation Team

Attachments:  [B650217_17V-047_QA_4May2023\[1683208838540\].pdf](#)
 [B650519_19V-015_QA_4May2023\[1683208838540\].pdf](#)
 [B651115_15V-318_QA_4May2023\[1683208838540\].pdf](#)

 [B652919_19V-698_QA_4May2023\[1683208838540\].pdf](#)  [B650217_17V-047_QA_4May2023\[1683208838540\].pdf](#)
[B650519_19V-015_QA_4May2023\[1683208838540\].pdf](#)
[B651115_15V-318_QA_4May2023\[1683208838540\].pdf](#)
[B652919_19V-698_QA_4May2023\[1683208838540\].pdf](#)

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
BMW SAV (Light Trucks), All Offering, All Region, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW SAV (Light Trucks) CC-All

**Model Year 2000-2003 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 17V-047
Last updated: 5/4/2023**

This safety recall has been upgraded to a "Stop Drive", effective May 2023

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

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Production Dates</u>
E39	5 Series (incl. M)	2001 – 2002	Sept 2000 – Feb 2002
E46	3 Series (incl. M)	2000 – 2002	May 2000 – Dec 2001
E53	X5 SAV	2001 – 2003	April 2000 – Jan 2003

Q2. What can happen as a result of this issue?

In a crash where the air bag deploys, the air bag inflator may rupture. If this happens, sharp metal fragments could hit the driver and/or passengers which may result in serious injury or death.

Q3. Can I continue to drive my vehicle?

No. Do not continue to drive your vehicle until the repair is completed. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q4. How do I schedule a repair?



Call or text "FIX" to **844-695-8382** so we can help arrange for the vehicle to be repaired.

Based on dealer availability, the repair can be performed via mobile service or the vehicle can be towed to your nearest BMW center for repair.

Q5. Can you provide some more details?

This recall campaign involves the Takata PSDI-4 inflator which entered the spare parts supply chain and may have been installed in vehicles at dealers during a service visit.

Q6. What is the fix?

The repair is FREE. The driver's front air bag module will be checked and if a Takata PSDI-4 inflator is found, it will be replaced with a newly designed inflator.

Q7. How long will the repair take?

Checking the air bag takes about 30 minutes; if the driver's front air bag module needs to be replaced, it could take approximately one hour. Additional time may be required depending upon your BMW center's schedule.

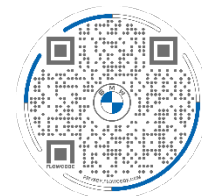
Q8. Are parts available?

Yes.

Q9. How will I be notified of this recall?

Owner notification letters have been mailed. Please call or text "fix" to 844-695-8382 to make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at www.bmwusa.com/dealer.

If you changed your address or sold the vehicle, please let us know by visiting www.bmwusa.com/recall and click on "manage recall notices and contact information" or scan this flow code with your smartphone.



**Model Year 2000-2003 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 17V-047
Last updated: 5/4/2023**

Q10. Do I have to wait for my letter to have my vehicle repaired?

No. You should make an appointment immediately.

Q11. I own a 2000-2006 BMW 3 Series that still needs to have the passenger's front air bag replaced under recall 13V-172 or 14V-428. Can I get both air bag modules replaced at the same time?

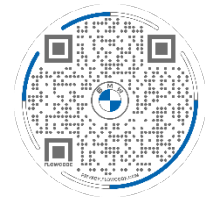
Absolutely! Your BMW center can perform both repairs in a single visit.

Q12. 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. You can also call or visit your local BMW center's service department to determine if your BMW is affected.

Q13. What if I am not the current owner of this vehicle?

If you changed your address or sold the vehicle, please let us know by visiting www.bmwusa.com/recall and click on "manage recall notices and contact information" or scan this flow code with your smartphone.



Q14. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver's front air bag?

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 is provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

**Model Year 2000-2003 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 19V-015
Last updated: 5/4/2023**

This safety recall has been upgraded to a "Stop Drive", effective May 2023

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

Series	Model	Model Year	Production Dates
E39	5 Series (incl. M)	2001 – 2002	Sept 2000 – Feb 2002
E46	3 Series (incl. M)	2000 – 2002	May 2000 – Dec 2001
E53	X5 SAV	2001 – 2003	April 2000 – Jan 2003

Q2. What can happen as a result of this issue?

In a crash where the air bag deploys, the air bag inflator may rupture. If this happens, sharp metal fragments could hit the driver and/or passengers which may result in serious injury or death.

Q3. Can I continue to drive my vehicle?





No. Do not continue to drive your vehicle until it has been checked and repaired if necessary. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q4. Can you provide some more details?

This recall campaign involves a sport steering wheel equipped with the Takata PSDI-4 inflator. Some customers may have switched their original steering wheel which was not affected, to the sport steering wheel which may include this inflator.

Q5. How do I get my vehicle checked?

OPTION 1: Easy and Quick!

<p>1</p>  <p>Scan this flow code with your smartphone or visit www.bmwusa.com/recall/sw</p>	<p>2</p>  <p>Use your smartphone to take a picture of your steering wheel and VIN plate (Typically located on the driver side dashboard)</p>	<p>3</p>  <p>Complete a quick online form and upload your pictures.</p>	<p>4</p>  <p>You'll receive a notification via email if you need to repair</p>
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OPTION 2:



If you prefer, you can also visit your local BMW Center. Call or text "FIX" to **844-695-8382** so we can help arrange for the vehicle to be repaired.

Based on dealer availability, the repair can be performed via mobile service or the vehicle can be towed to your nearest BMW center for repair.

Model Year 2000-2003 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 19V-015
Last updated: 5/4/2023

Q6. What is the fix?

The repair is FREE. The driver's front air bag module will be checked and if a Takata PSDI-4 inflator is found, it will be replaced with a newly designed inflator.

Q7. How long will the repair take?

Checking the air bag takes about 30 minutes; if the driver's front air bag module needs to be replaced, it could take approximately one hour. Additional time may be required depending upon your BMW center's schedule.

Q8. Are parts available?

Yes.

Q9. How will I be notified of this recall?

Owner notification letters have been mailed. Please call or text "fix" to 844-695-8382 to make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at www.bmwusa.com/dealer.

If you changed your address or sold the vehicle, please let us know by visiting www.bmwusa.com/recall and click on "manage recall notices and contact information" or scan this flow code with your smartphone.



Q10. Do I have to wait for my letter to have my vehicle repaired?

No. You should make an appointment immediately.

Q11. I own a 2000-2006 BMW 3 Series that still needs to have the passenger's front air bag replaced under recall 13V-172 or 14V-428. Can I get both air bag modules replaced at the same time?

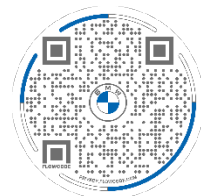
Absolutely! Your BMW center can perform both repairs in a single visit.

Q12. 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. You can also call or visit your local BMW center's service department to determine if your BMW is affected.

Q13. What if I am not the current owner of this vehicle?

If you changed your address or sold the vehicle, please let us know by visiting www.bmwusa.com/recall and click on "manage recall notices and contact information" or scan this flow code with your smartphone.



Q14. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver's front air bag?

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 is provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

**Model Year 2002-2006 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 15V-318
Last updated: 5/4/2023**

This safety recall has been upgraded to a "Stop Drive", effective May 2023

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

Series	Model	Model Year	Production Dates
E39	5 Series (incl. M)	2002 – 2003	Mar 2002 – Jul 2003
E46	3 Series (incl. M)	2002 – 2006	Jan 2002 – Aug 2006
E53	X5 SAV	2003 – 2004	Feb 2003 – Oct 2003

Q2. What can happen as a result of this issue?

In a crash where the air bag deploys, the air bag inflator may rupture. If this happens, sharp metal fragments could hit the driver and/or passengers which may result in serious injury or death.

Q3. Can I continue to drive my vehicle?

No. Do not continue to drive your vehicle until the repair is completed. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q4. How do I schedule a repair?



Call or text "FIX" to **844-695-8382** so we can help arrange for the vehicle to be repaired.

Based on dealer availability, the repair can be performed via mobile service or the vehicle can be towed to your nearest BMW center for repair.

Q5. What is the fix?

The repair is FREE. The driver's front air bag module will be replaced with a newly designed inflator.

Q6. How long will the repair take?

Replacing the driver's front air bag module may take approximately one hour. Additional time may be required depending upon your BMW center's schedule.

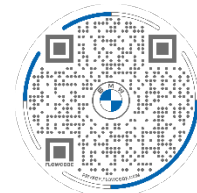
Q7. Are parts available?

Yes.

Q8. How will I be notified of this recall?

Owner notification letters have been mailed. Please call or text "fix" to 844-695-8382 to make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at www.bmwusa.com/dealer.

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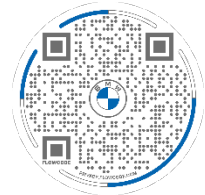
No. You should make an appointment immediately.

**Model Year 2002-2006 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 15V-318
*Last updated: 5/4/2023***

Q10. I own a 2000-2006 BMW 3 Series that still needs to have the passenger's front air bag replaced under recall 13V-172 or 14V-428. Can I get both air bag modules replaced at the same time?
Absolutely! Your BMW center can perform both repairs in a single visit.

Q11. 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. You can also call or visit your local BMW center's service department to determine if your BMW is affected.

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Q13. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver's front air bag?
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 is provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

**Model Year 2000-2002 BMW 3 Series
Driver's Front Air Bag Module
Safety Recall 19V-698
Last updated: 5/4/2023**

This safety recall has been upgraded to a "Stop Drive", effective May 2023

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

Model Year 2000 through 2002 BMW 3 Series vehicles produced between June 1999 and April 2002 are included in this recall.

Q2. What can happen as a result of this issue?

In a crash where the air bag deploys, the air bag inflator may rupture. If this happens, sharp metal fragments could hit the driver and/or passengers which may result in serious injury or death.

Q3. Can I continue to drive my vehicle?

No. Do not continue to drive your vehicle until the repair is completed. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q4. How do I schedule a repair?



Call or text "FIX" to **844-695-8382** (toll-free) so we can help arrange for the vehicle to be repaired.

Based on dealer availability, the repair can be performed via mobile service or the vehicle can be towed to your nearest BMW center for repair.

Q5. Can you provide some more details?

This recall campaign involves the Takata PSDI-4 inflator which entered the spare parts supply chain, and may have been installed in vehicles at dealers during a service visit.

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The repair is FREE. The driver's front air bag module will be checked and if a Takata PSDI-4 inflator is found, it will be replaced a newly designed inflator.

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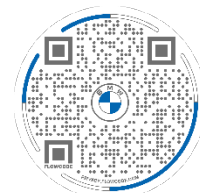
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Yes.

Q9. How will I be notified of this recall?

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**Model Year 2000-2002 BMW 3 Series
Driver's Front Air Bag Module
Safety Recall 19V-698
Last updated: 5/4/2023**

Q10. Do I have to wait for my letter to have my vehicle repaired?

No. You should make an appointment immediately.

Q11. I own a 2000-2006 BMW 3 Series that still needs to have the passenger's front air bag replaced under recall 13V-172 or 14V-428. Can I get both air bag modules replaced at the same time?

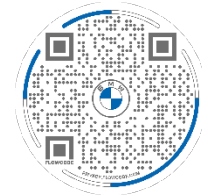
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