

**SIB 65 20 19**

2022-02-04

**RECALL CAMPAIGN 19V-698: DRIVER'S FRONT AIR BAG MODULE – PRIOR PARTS REPLACEMENT**This Service Information Bulletin (Revision 2) replaces SI B65 20 19 **dated March 2020**.**What's New** (Specific text highlighted):

- Parts – air bag module 6877590 has superseded to 5A45C60

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.

**MODEL**

<b>E-Series</b>	<b>Model Description</b>	<b>Production Date</b>
E46	3 Series Sedan and Convertibles	June 23, 1999 - April 26, 2002

**SITUATION**

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 8, 2019) involving the driver's front air bag module on a small number of Model Year 2000 through 2002 BMW 3 Series vehicles that were produced between June 23, 1999 and April 26, 2002. This recall campaign involves the Takata PSDI-4 inflator which entered the spare parts supply chain, and may have been installed in vehicles during service or repair events.

The driver's air bag module will be checked and if a Takata inflator is found, it will be replaced. Only a small percentage of vehicles are expected to need a replacement air bag module.

To assist you with customer concerns, please reference the attached Q&A. All customers affected by this Recall are being sent letters in November 2019.

**AFFECTED VEHICLES**

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

The Warranty Vehicle Inquiry system will display the comment: **XXXXXXXXXX B652019 Recall: XXXXXXXXXXXX**

**CAUSE**

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

**CORRECTION**

Check the driver's air bag, and if necessary, replace it.

**PROCEDURE**

	1. Remove the driver's air bag in accordance with repair instructions <b>REP 32 34 020</b> "Removing and installing/replacing air bag units".
	2. Check the label on the back of the driver's air bag.



Is the label yellow with a white number sticker with printed serial number **BAM PT1-1085** (as shown on left) printed below the bar code?

**YES-** replace air bag

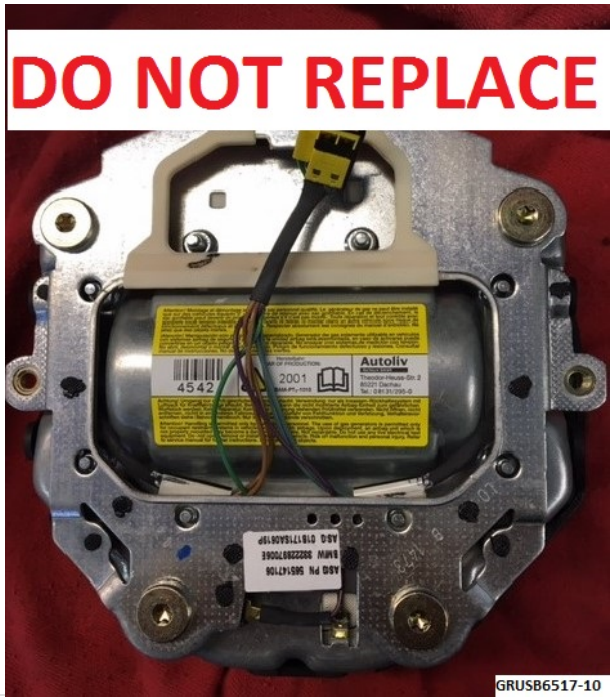
**NO** - the driver's air bag is not affected.

**Reinstall the driver's air bag.**



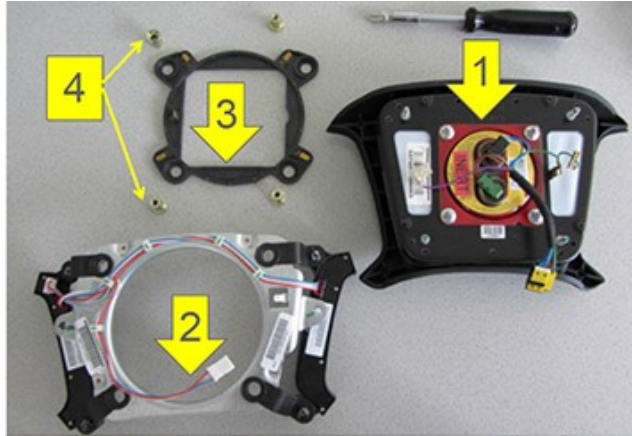
**Note:**  
Air bags from other manufacturers (non-Takata), or Takata air bags with different chemical compositions (white label) are not affected by this recall and **DO NOT** need to be replaced.

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GRUSB6517-10

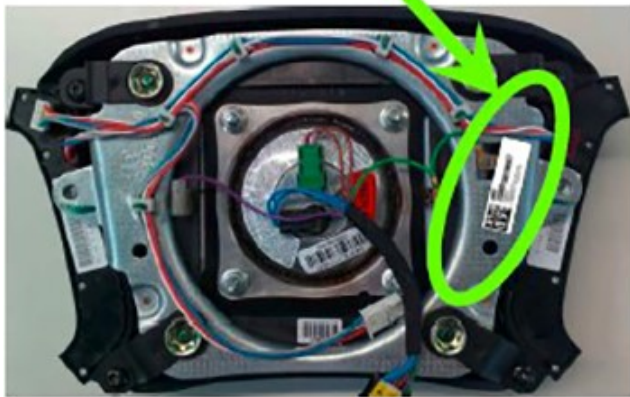


On vehicles with a basic steering wheel, the horn ring must be remounted to the new part.

See ATTACHMENT A

Have the new airbag module ready and remove one of the two stickers with the barcode and the serial number of the airbag module.

This must be glued on the horn ring after assembly.



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.

If the serial number is missing, the warranty claim will be rejected.

**Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin.**

**Performing a part number look-up in ETK by VIN or model will result with the wrong part(s) being invoiced and installed.**

Please refer to the weekly Parts Matrix for the parts ordering procedure.

- Part numbers 5A45C60 and 6877592 are ordered from Kem Krest.
- Part number 6877591, enter a Recall IDS Ticket request.
  - Use only one VIN per IDS Ticket
  - Include photo of the yellow label on the back of the unit being replaced



Part Number:	Description:	Quantity:
32 30 6 877 590; Or: 32 30 5 A45 C60	Hub Cap (Impact plate) Air bag Sport Steering Wheel or M Sport Steering Wheel (SA0255 or SA0710)	1
OR		
32 30 6 877 591	Impact plate Air bag Basic steering wheel without multifunction	1
OR		
32 30 6 877 592	Impact Plate Air bag Basic steering wheel with multifunction (SA0249) - not for sports steering wheel or M sports steering wheel	1
OR		
32 30 7 991 602	Air bag unit ALPINA sport steering wheel (SA0920)	1

Other small parts such as one-time use screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog according to the respective vehicle type and invoiced under the special defect code.

## **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:

[Scfieldaction.14305@xpo.com](mailto: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)

Parts returned to warranty for this recall that are not manufactured by 'Takata', and don't have the **YELLOW label** as noted above will be debited. **WHITE label** Takata gas generators contain a different chemical composition and are NOT part of this recall

## WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>0032930200</b>	<b>E39 E46 Checking driver's airbag, replace if necessary</b>
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### Checking the Label Only:

Work Pkg	Labor Operation	Description	Labor Allowance
#1	00 68 671	Checking the driver-side front air bag ( <b>No repair is necessary</b> ) ( <b>Plus work</b> )	3 FRU
Or:			
# 3	00 68 131	Checking the driver-side front air bag ( <b>No repair is necessary</b> ) ( <b>Main work</b> )	5 FRU

Or:

### Checking the Label and Replacing the Air Bag:

Work Pkg	Labor Operation	Description	Labor Allowance
# 2	00 68 672	<b>Checking and replacing</b> driver-side front air bag ( <b>Plus work</b> )	3 FRU
	Or:		
# 4	00 68 132	<b>Checking and replacing</b> driver-side front air bag ( <b>Main work</b> )	5 FRU

Only one of the listed flat rate unit numbers above may be used for reimbursement purposes.

### Claim Repair Comments for this Recall Repair

**The new air bag module's serial number must be documented on the repair order and in the claim comments section.**

For the actual repair itself, only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 20 19 WP 1), unless otherwise required by State law.

### Consequential Repairs (RO and Claim Comments Required)

Due to the age of some of the Takata Air Bag Recall Affected Vehicles, even though the proper repair methods are being followed and performed, additional unanticipated repairs may be necessary as a direct result of performing Takata Air Bag Recall repair procedure. Please refer to [SI B01 31 18](#) for important claim submission information under a separate line item and Defect Code.

### 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 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).

### Claim - Labor Reimbursement (Reimbursement Percentage Increased)

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 AIR flat rate unit (FRU) allowance at a rate of 200 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:

Defect Code:	85820269TK	Takata Recall - Mobile Assistance Off-Site Repair
Labor Operation	Description	Labor Allowance
32 99 000	Additional labor allowance to perform "off-site" repair through Mobile Assistance	# FRU*

Claim the applicable labor operation's stated FRU allowance in full a second time using the defect code and labor operation provided above.

### Notes:

- 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 32 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.

### QUESTIONS REGARDING THIS BULLETIN

Technical	Submit feedback at the top of this bulletin
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inquiries	
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf B652019\\_Parts\\_Return\\_Program\\_Instructions.pdf](#)

[picture\\_as\\_pdf B652919V 19V-698\\_QA\\_2Oct2019.pdf](#)

[picture\\_as\\_pdf B652019\\_Parts\\_Bulk\\_Ship\\_Return.pdf](#)

[picture\\_as\\_pdf B652019 Recall Notice.pdf](#)

[picture\\_as\\_pdf B652019 Procedure A.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Delivery Stop & Recall 19V-698: Driver's Front Air Bag Module – Prior Parts Replacement – B65 20 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 8, 2019) on a small number of Model Year 2000 through 2002 BMW 3 Series vehicles that were produced between June 23, 1999 and April 26, 2002.

**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.



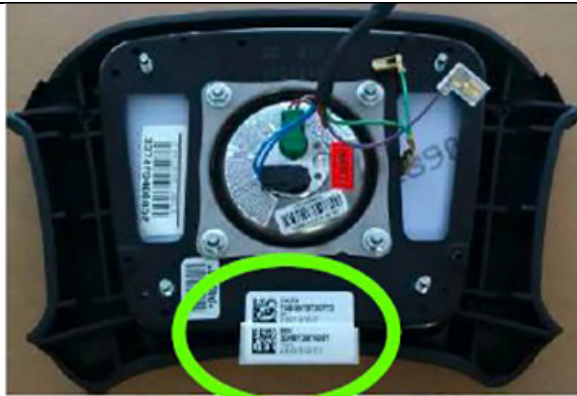
Before installing the replacement part, the new air bag module's serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.

**The safety regulations that apply when dealing with air bag modules MUST be complied with.**

**Note:**

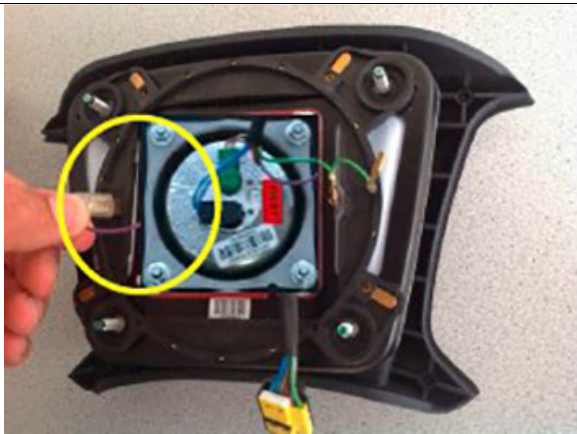
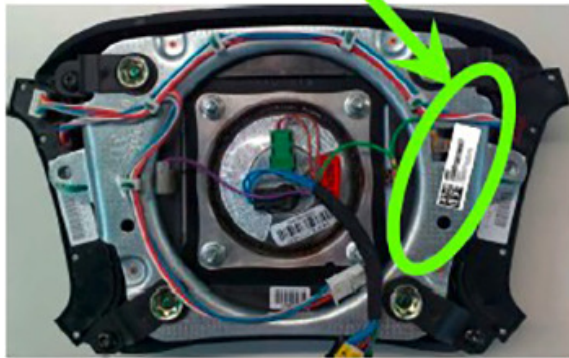
**On vehicles with a basic steering wheel, the horn ring must be removed from the new part. To do so, proceed as follows:**

	<p>1. Remove horn ring.</p> <ul style="list-style-type: none"> <li>• Unplug the connector for the grounding cable (see the green arrow in the figure)</li> <li>• Remove the nuts (see the blue mark in the figure, Torx 55).</li> </ul>
	<ul style="list-style-type: none"> <li>• Take off the horn ring, making sure that the springs remain in place.</li> <li>• Remove the horn contact plate.</li> <li>• Separate components after disassembly:             <ol style="list-style-type: none"> <li>1 - Air bag module</li> <li>2 - Horn ring</li> <li>3 - Horn contact plate</li> <li>4 - Torx nuts</li> </ol> </li> </ul>

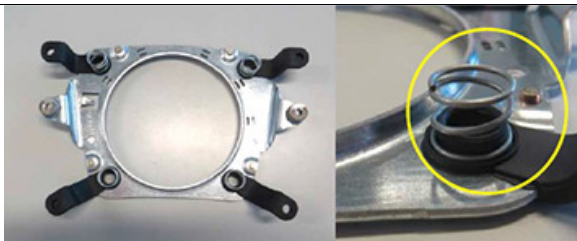


2. Prepare the new air bag module and pull off one of the two labels with the barcode and serial number of the air bag module.

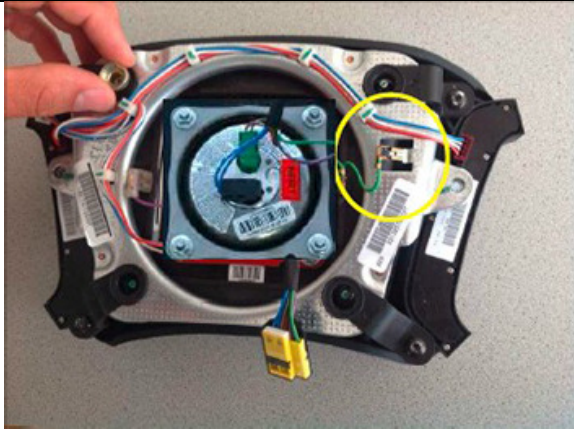
This must be applied to the horn ring **after** installation.



3. Place the horn contact plate on the new air bag module and plug in the connector.



4. Place the horn ring on the air bag module. Make sure the springs are seated correctly.



5. Plug in the connector for the grounding cable and secure the horn ring with the four Torx nuts.

Tightening torque: **5.0 +/- 0.2 Nm.**



6. Check the horn function at all four corners.
7. **Document the serial number:**  
**For reimbursement under warranty, the serial number for the new driver's air bag module (see marking in the following figure) must be noted on the workshop order and on the warranty application. If the serial number is missing, the warranty application is rejected.**

See repair instructions **REP 32 34 020** "Remove and install / replace air bag units" to complete installation.

**Model Year 2000-2002 BMW 3 Series  
Driver's Front Air Bag Module  
Safety Recall 19V-698  
Last updated: 10/02/2019**

- Q1. Which models are included in this Safety Recall Campaign?**  
Approximately 3,924 Model Year 2000 through 2002 BMW 3 Series vehicles produced between June 23, 1999 and April 26, 2002 are affected by this recall.
- Q2. Which inflator is affected?**  
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 service visits.
- Q3. What is the fix?**  
The driver's front air bag module will be checked and if a Takata PSDI-4 inflator is found, it will be replaced.
- Q4. 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. The repair will be performed free of charge by any authorized BMW center.
- Q5. Are final remedy parts for the recall available?**  
Yes.
- Q6. How will I be notified of this recall?**  
Owner notification letters will be mailed in November. You should to make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at [www.bmwusa.com/dealer](http://www.bmwusa.com/dealer).
- 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.
- Q7. Do I have to wait for my letter in order to have my vehicle serviced?**  
No. You should make an appointment with an authorized BMW center immediately.
- Q8. What options are available if it is too inconvenient for me to bring my vehicle to a BMW center for service?**  
There are a few options to help overcome the inconvenience of bringing your vehicle in for service like mobile repair, alternate transportation, pickup/drop-off, dealer events and towing. Contact your local BMW center to check what is available.
- Q9. If I had my driver's front air bag module replaced prior, do I need to have it replaced again?**  
Yes. We need to check the driver's front air bag module, and if a Takata PSDI-4 inflator is found, it will be replaced. Please contact your authorized BMW center immediately to schedule an appointment to have this important **free repair** performed as soon as possible.
- 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. Please let your service advisor know when you make an appointment and be sure to arrange alternate transportation if needed.



**Model Year 2000-2002 BMW 3 Series  
Driver's Front Air Bag Module  
Safety Recall 19V-698  
Last updated: 10/02/2019**

**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 through its quality control procedures.

**Q7. Can I continue to drive my vehicle?**

Yes. However, please contact a authorized BMW center immediately to schedule an appointment to have this important **free repair** performed 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](http://www.bmwusa.com/recall) and download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department to determine if your BMW is affected. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

**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 BMW give me a loaner vehicle when my vehicle is being serviced for this recall?**

Yes.

**Q11. Which states are considered to be high absolute humidity areas?**

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

**Model Year 2000-2002 BMW 3 Series  
Driver's Front Air Bag Module  
Safety Recall 19V-698  
Last updated: 10/02/2019**

**Q12. 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, 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. High Absolute Humidity (“HAH”) definitions are as follows:

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



**Q13. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver's front air bag module?**

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

# BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

**NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.**

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : [SCTakataRestrains\\_International@xpo.com](mailto:SCTakataRestrains_International@xpo.com)
  - Important: please be aware that there is an underscore ( \_ ) in the above Alaska email address, between the words “Restrains” and “International”.
  - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039.

## 1. Contact Takata:

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.
  - o Email: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)
  - o Phone: 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
  - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
  - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the

## 2. Stacking:

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

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



## 3. Labeling:

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

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

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



## 4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)

Defect Code: 0032930200

Safety Device Return Procedure for Airbag Recall

# **\*\*ATTENTION\*\***

**DO NOT** USE THE “1.4 LABEL” **AND DO NOT** FOLLOW ANY INSTRUCTIONS FOUND INSIDE THE REPLACEMENT AIRBAG MODULE’S BOX.

**DISREGARD** THOSE INSTRUCTIONS AND DO NOT RELABEL THE ORIGINAL BOX THAT WILL NOW BE USED FOR RETURNING THE RECALLED AIRBAG.

## **IMPORTANT**

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation (“DOT”) will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer’s (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

**SI B65 02 17 - RECALL 17V-047: DRIVER'S FRONT AIR BAG MODULE – PRIOR PARTS REPLACEMENT**

**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, **once every 2 weeks**, 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)