



SIB 65 06 20

2021-10-05

## RECALL CAMPAIGNS 19V-852 AND 19V-853: DRIVER'S FRONT AIR BAG (NADI) INFLATOR

This Service Information Bulletin (Revision 7) replaces SI B65 06 20 **dated April 2021**.

### What's New (Specific text highlighted):

- Procedure/Parts/Warranty - Process change for the Dual Stage gas generator

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

E-Series	Model Description	Production Date
E46	3 Series	February 17 1998 – July 14, 2000

### 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.

### SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective December 4, 2019) on certain Model Year – 1999-2001 BMW vehicles that were produced between February 17, 1998 – July 14, 2000. These vehicles require a new air bag gas generator to be installed.

**This bulletin is for vehicles which already had the inspection process completed but due to a lack of parts availability, have not yet had a new air bag gas generator installed.**

### OTHER AIR BAG-RELATED FAULTS AND REPAIRS

This Recall applies to an operational driver's front air bag. The issue addressed will not cause an air bag (SRS) malfunction light to illuminate. It will also not prevent the system from deploying in a front-end collision.

However, a recalled vehicle can arrive at your center with an air bag malfunction light illuminated.

It is important to notify the customer that diagnosing other air bag-related system issues may be required. This diagnosis and corresponding repair work, **if needed, is not covered by this Recall.**

In this case, replacing the driver's front air bag gas generator will not correct the other fault code(s).

### CAUSE

The single-stage Takata Non-Azide (NADI) Driver gas generator, also known as an air bag inflator, may have been produced with an insufficient seal that could allow moisture to enter the gas generator. The gas generator is a separately replaceable part of the air bag module.

### CORRECTION

Replace the driver's front air bag gas generator.

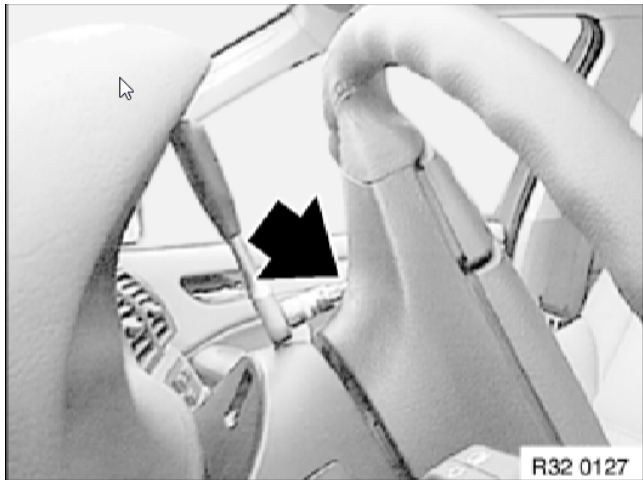
**In the following cases, the gas generator replacement should not be performed. Instead, the complete air bag assembly must be replaced:**

- Threaded bolts are damaged

- Threaded bolts are bent or corroded
- The generator cannot be removed from the air bag without excess force
- If the target tightening torque of the nuts cannot be achieved (5 Nm in a star pattern sequence)
- If there is a gap between the generator & air bag that is not closed up when tightening the nuts
- If there is damage to the air bag cover that may impede deployment of the air bag

If an entire air bag assembly is required but parts are not available, please contact BMW Customer Relations at 1-800-525-7417 for further support.

## PROCEDURE

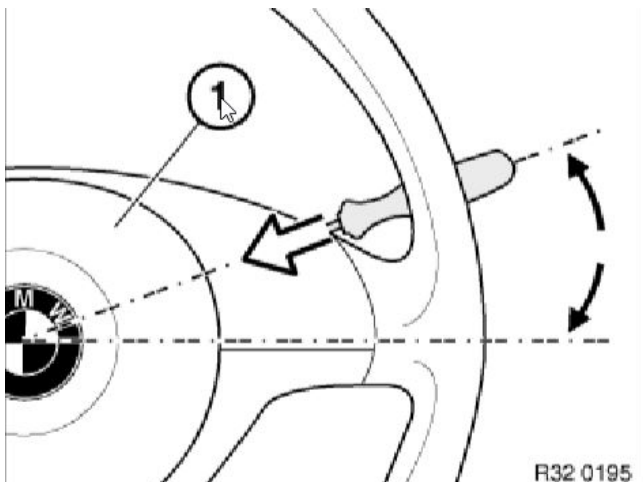


Follow all safety precautions when handling air bags.

Remove **Basic Drivers air bag** as per

**REP 32 34 020** "Removing and installing/replacing airbag unit"

**OR**

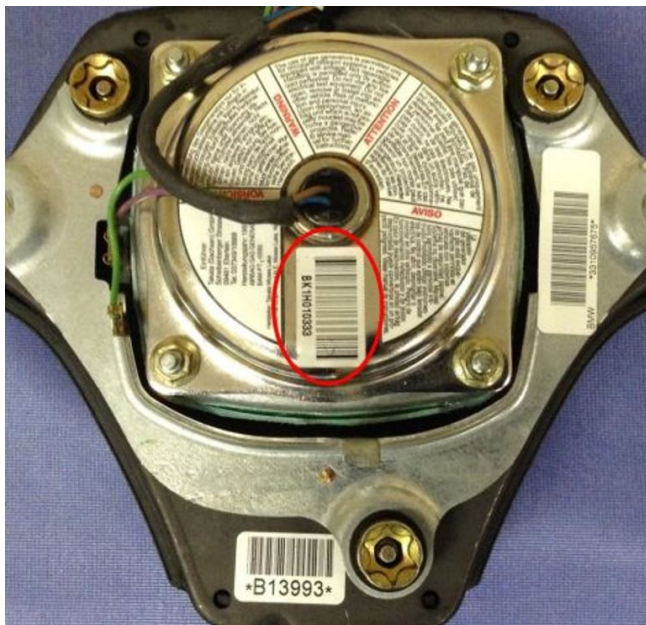
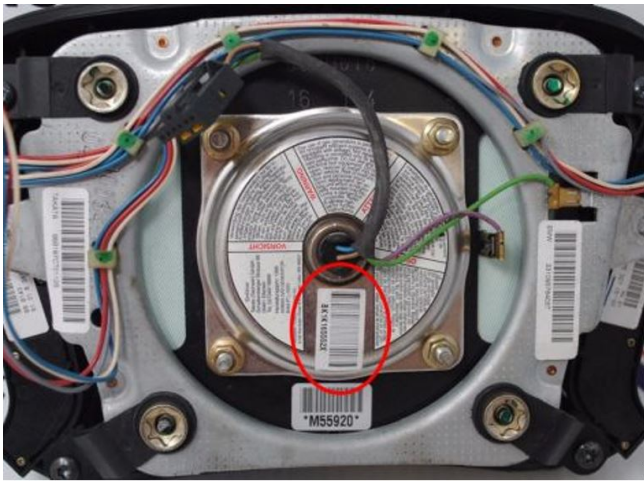


Remove **Sports Drivers air bag** as per

**REP 32 34 020** "Removing and installing/replacing the airbag unit (sports steering wheel, inserted airbag unit)"

Once the air bag is removed and the wiring is disconnected, turn air bag over to read the parts label(s) on the gas generator on the back.

**Basic Driver's air bag**, showing the location of the parts label.



**Sport Driver's air bag**, showing the location of the parts label.

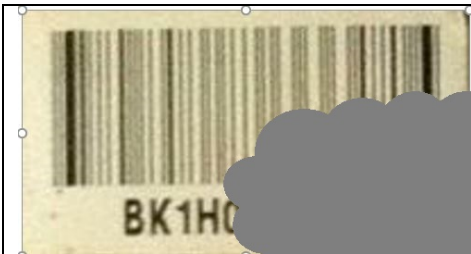
### Gas generator serial number decoding:

- Digits 1-2 = Type of gas generator
- Digit 3 = Production Line
- Digit 4 = Production year
- Digit 5-11\* = Serial #

**\*NOTE: The serial number can have 10 or 11 characters. Only the first 10 characters counted from the left are relevant for the check. The 11th digit can be disregarded for the repair covered by this SIB**

**All original gas generator serial numbers which begin with BK MUST be replaced- refer to the table below.**

Digits 1-3	Digit 4	Digit 5-10	Repair Category
BKC	H, J	ALL	Drivers air bag gas generator must be replaced
BK1	H, J, K, L, M, N, P, Q, R, U, V	ALL	Drivers air bag gas generator must be replaced
BK5	-	ALL	Drivers air bag gas generator must be replaced
BKV	-	ALL	Drivers air bag gas generator must be replaced



**Situation 1:** If the serial number is not legible and cannot be identified, or the driver air bag gas-generator is NOT a type BK; submit a Reply Requested TSARA case for support.

- Title the TSARA case **NADI TAKATA RECALL 19V-853**
- The case should include pictures of the gas generator and its serial number

**You will be instructed by TSARA on how to proceed.**



**Situation 2:** Some vehicles may have air bag control unit MRS III which was introduced in some models starting September 1999 and supports a dual stage gas generator.

**Standard steering wheel gas generator** pictured.

Takata air bags with different chemical compositions (white label) are not affected by this recall and DO NOT need to be replaced.

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

**Submit an INFO ONLY TSARA case with a picture of the gas generator serial number to document this repair.**

Claim Defect Code **0032110300** and labor op (main/plus work as applicable), **invoice no parts.**

In this situation, labor with no parts invoiced applies. The warranty claim will be forced into



manual review to confirm that a part replacement was not required.

Please **make sure to reference the TSARA Info Case number in the Warranty claim comments section to support this inspection-only procedure.**



**Situation 3:** Some vehicles may have air bag control unit MRS III which was introduced in some models starting September 1999 and supports a dual stage gas generator.

This later production date **Sport steering wheel** gas generator (pictured) was retrofitted into the vehicle and is not covered under warranty replacement.

**These gas generators must be replaced**

**Submit an INFO ONLY TSARA case with a picture of the gas generator serial number to document this repair.**

- Claim Defect Code **0032110300** and only the labor op (main/plus work as applicable), **invoice no parts here, see below.**
- Then claim Defect Code **32349003TK** for the applicable parts only. **See SI B65 02 17** only for replacement parts information.

The claim will be forced into manual review to confirm that the correct part replacement was performed.

Please **make sure to reference the TSARA Info case number in the Warranty claim comments section to support this replacement.**

The serial number of the removed gas-generator AND the new gas-generator must both be stated on the repair order and in the comments section of the warranty claim.

- Refer to [SI B65 03 20](#) for details on how to replace a gas generator.
- AIR Repair Instructions are now available for the updated gas generator with reinforcement plate. They are attached for general reference.

## **PARTS INFORMATION**

**Please monitor the Parts Matrix for ordering procedure.**

**Only use and invoice the part numbers below that apply.**

**Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed. This could delay the payment of claim.**

Part Number	Description	Quantity
32 30 5 A1B D99	Gas Generator repair kit	1

If a complete air bag is needed as per the CORRECTION section above:

- Please order the parts for a specific VIN only and not for stock.
- In the Warranty Comments section of your claim **you must let us know what is preventing you from replacing the gas generator.**
- **Parts returned under this recall are subject to inspection to confirm the correct repair was performed.**

Part Number	Description	Quantity
32 34 5 A1B DB4	Standard air bag unit <b>WITHOUT</b> multifunction switches	1 (if required)
32 34 5 A1B DB5	Standard air bag unit <b>WITH</b> multifunction switches	1 (if required)
32 34 5 A1B DB3	Airbag unit, sports steering wheel	1 (if required)

Or:

For Defect Code 32349003TK Air Bag Replacement Part Information (With WP # 11 or 12)- Refer to [SI B65 02 17](#) only for the applicable replacement part information to claim with the above Defect Code-related repair.

## **PARTS RETENTION AND RETURN**

**Recalled parts that are removed from BMW vehicles cannot be used for resale!**

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 and based on the replacement front air bag component part number claimed, a DCSnet part return tag will be generated with special handling instructions.

- Please DO NOT return these recalled air bag components to the Warranty Parts Return Center (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).

Any parts not received within the 60-day part submission timeline may be subject to a claim debit.

## **CLAIM INFORMATION**

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable work package information below, and when applicable, the part number listed above that applies.

<b>Plus work</b>	Vehicle is already in the workshop for another repair
<b>Main work</b>	The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

<b>Defect Code:</b>	<b>0032110300</b>	<b>E46 Rework driver's airbag</b>
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**Inspect the air bag and the gas generator is replaced (Recall is CLOSED)-**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
# 1	00 69 589	Checking the driver's air bag and <b>replacing the gas generator</b> (Plus work)	7 FRU
Or:			
# 2	00 69 084	Checking the driver's air bag and <b>replacing the gas generator</b> (Main work)	8 FRU

**Note:** Work Packages that were no longer necessary have been removed from this bulletin.

Or:

**As applicable below, the air bag module complete is replaced (Recall is CLOSED)-**

Work Pkg	Labor Operation	Description	Labor Allowance
# 5	00 69 590	<b>Replace the driver's air bag (module complete, replacement part is available)</b> after abandoning the replacement of the gas generator (Plus work)	4 FRU
Or:			
# 6	00 69 085	<b>Replace the driver's air bag (module complete, replacement part is available)</b> after abandoning the replacement of the gas generator (Main work)	5 FRU
Or:			
# 7	00 70 640	<b>Replacing the driver's air bag module (complete, replacement part is available)</b> (Follow-up work after the work was performed and claimed prior under <b>DC 32 34 90 03 00</b> ) (Plus work)	3 FRU
Or:			
# 8	00 70 123	<b>Replacing the driver's air bag module (complete, replacement part is available)</b> (Follow-up work after the work was performed and claimed prior under <b>DC 32 34 90 03 00</b> ) (Plus work) (Main work)	5 FRU

Or:

**White Label Gas Generator – With TSARA Case, Inspection only, NO part replacement is necessary (Recall is CLOSED)-**

Defect Code:	0032110300	E46 Rework driver's air bag	
:			
Work Pkg	Labor Operation	Description	Labor Allowance
# 9	00 70 640	<b>White Label Gas Generator driver's air bag module:</b> Checking the driver's air bag only with a TSARA case, no replacement is necessary (Plus work)	3 FRU
Or:			
# 10	00 70 123	<b>White Label Gas Generator driver's air bag module:</b> Checking the driver's air bag only with a TSARA case, no replacement is necessary (Main work)	5 FRU

Or:

**A. Yellow Label Gas Generator (Line Item One, Labor Only) – With TSARA Case replace the driver air bag module complete (Recall is CLOSED)-**

Defect Code:	0032110300	E46 Rework driver's air bag	
:			
Work Pkg	Labor Operation	Description	Labor Allowance



Work Pkg	Labor Operation	Description	Labor Allowance
# 11	00 70 640	<b>Yellow Label Gas Generator driver's air bag module:</b> Checking the driver's air bag and replace the driver air bag module complete with a TSARA case (Plus work)	3 FRU
Or:			
# 12	00 70 123	<b>Yellow Label Gas Generator driver's air bag module:</b> Checking the driver's air bag and replace the driver air bag module complete with a TSARA case (Main work)	5 FRU

And, with the above claim submission (A) for the labor portion:

**B. Yellow Label Gas Generator (Line Item Two, Parts Only) – With TSARA Case replace the driver air bag module complete (Recall is finalized)-**

Defect Code:	32349003TK	<b>E46 Driver's Air Bag NADI Yellow Label Gas Generator (Parts Only)</b>
See SI B65 02 17 for the parts information only and claim applicable replacement parts as a separate line item under <b>DC 32 34 90 03 TK</b> .		

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

**Claim Repair Comments**

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B65 06 20 WP 1), unless otherwise required by State law.

Additionally, for Work Packages # 9, 10, 11, or 12; also reference the corresponding TSARA case.

**Reimbursement of Prior Customer-Pay Repairs (TREAD Act)**

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have the 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 inquiries	Submit feedback at the top of this bulletin
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 B65 06 20 REP 32 34 020 R I airbag sport.pdf](#)

[picture\\_as\\_pdf B65 06 20 Parts Bulk Ship Return.pdf](#)

[picture\\_as\\_pdf B65 06 20 REP 32 34 020 R I airbag unit.pdf](#)

[picture\\_as\\_pdf B65 06 20 Parts Return Program Instructions.pdf](#)

[picture\\_as\\_pdf B650620 REP.pdf](#)

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Replacing the gas generator for the driver's airbag »

 **WARNING**

Pyrotechnic components.

**Danger! Immobilization period-threatening injuries!**

- All work on pyrotechnic parts may be carried out by technically experienced and appropriately trained personnel only.
- Replace any damaged part or ones that have been dropped.
- For additional information see: 72 00 Safety regulations on handling components with gas generators.

 **RISK OF DAMAGE**



**Electrostatic discharge.**

**Damage to or destruction of electrical components.**

- Leave electrical components in original packaging until just before they are installed. Use the original packaging only for any return shipments. Always package removed components straight away.
- Read and comply with user information on using the associated special tool 12 7 060.
- Only tap the housings of electrical components. Do not tap pins or multi-pin connectors directly.
- Wear electrically conductive clothing and antistatic shoes (with ESD symbol).
- For additional information see: 61 35 ... Notes on ESD (electrostatic discharge) protection  
61 35 ... Notes on ESD protection (Electro Static Discharge)

**i TECHNICAL INFORMATION**

The work surface must be clean, even, skid-proof and tilt-proof.

** NOTE**

Only **one vehicle** may be processed at a time.

Execute repair **without interruption**.

Interruptions of any kind are not permitted (such as by telephone calls).

The person performing the procedure must not be distracted.

** NOTE**

The person performing the repair must have a second person available **for the entire duration** of the repair.

The second person has the following tasks:

Fill in the checklist.

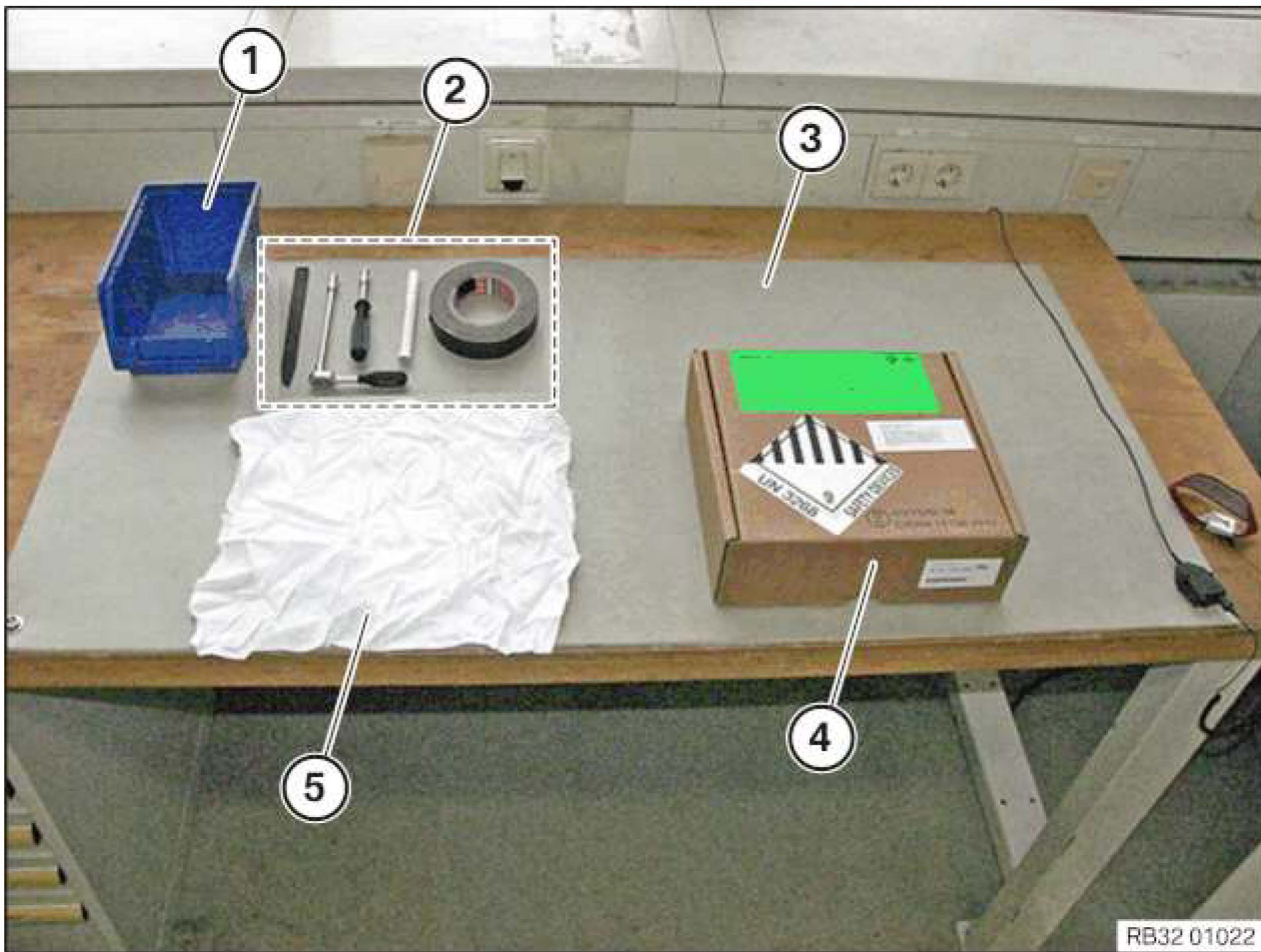
Attach the component(s).

Inspection of work performed.

## Preliminary work

### Preparing the workplace

Workplace for replacement of the gas generator (E46)



- 1 Collection container for disposal of the nuts
- 2 Tools required for the exchange
- 3 Antistatic mat
- 4 New, packaged gas generator
- 5 Scratch-resistant cotton underlay

- Print out the checklist.

## 3234

- Prepare the antistatic mat and cotton pad:
- Have the following tools ready:
  - Felt pen
  - Adhesive tape (width min. 25 mm)
  - Wedge 0 490 539 (00 9 322)
  - 1/4" reversible ratchet
  - 1/4" reversible ratchet





1/4" reversible ratchet  
with Extension 1/4 inch  
Extension 1/4 inch



Extension 1/4 inch  
and Socket wrench for hexagon  
Socket wrench for hexagon



Socket wrench for hexagon  
8 mm

Torque wrench with Socket wrench for hexagon  
Socket wrench for hexagon



Socket wrench for hexagon  
8 mm

### Tightening torques

#### Gas generator to airbag unit

Nut  
Renew nut.

Tightening torque  
5Nm

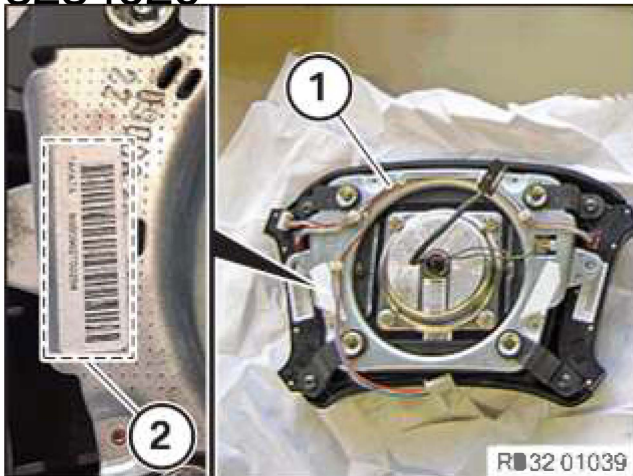
## Main Works

### Replacing the gas generator of airbag unit (standard steering wheel)

#### Prerequisite

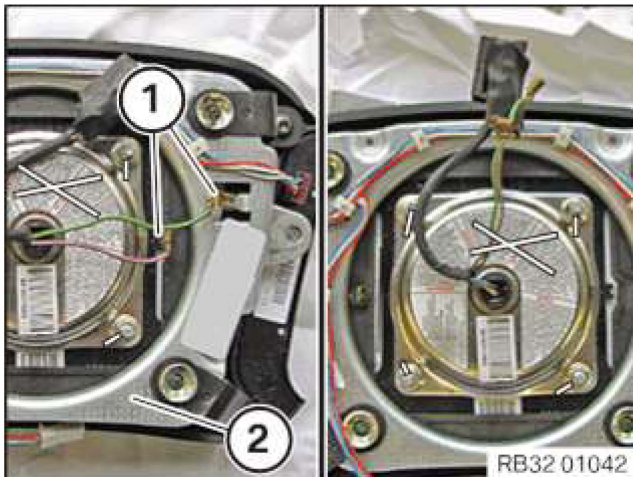
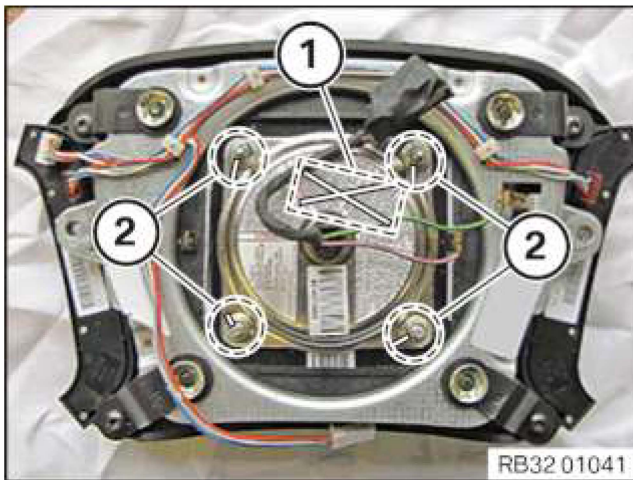
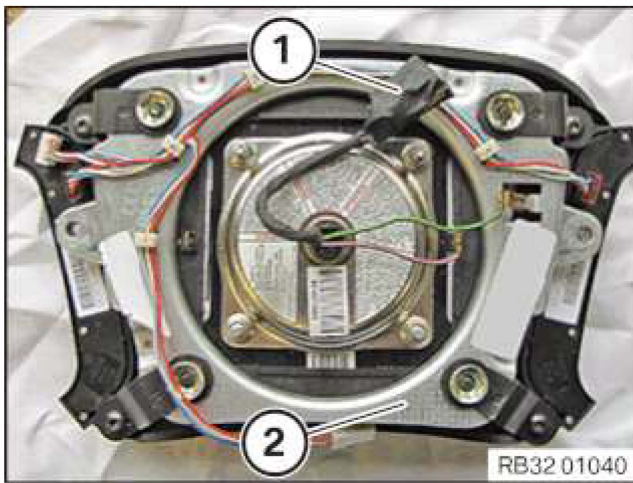
Airbag unit is removed.

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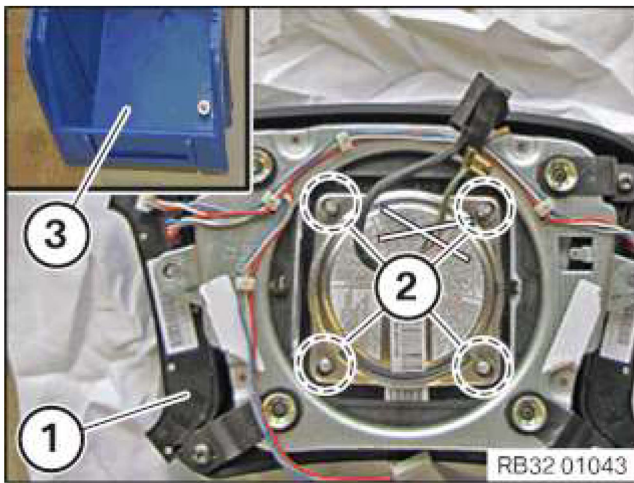


- Place the airbag unit (1) turned around as shown.
- Note the serial number (2) of the airbag unit (1) on the work order.

- Glue the connector (1) from the previous gas generator of the airbag unit (2) with the adhesive tape so that the contacts cannot be touched.



- Mark a cross (1) with the felt pen to avoid a mix-up with the new gas generator.
  - Mark all the four nuts (2) with the felt pen to avoid a mix-up with the new nuts.
- 
- Release both the connectors (1) on the airbag unit (2).
- 
- **Auxiliary person:** Hold the airbag unit (1).
  - Unscrew all the nuts (2) in any order and dispose of immediately in the collection container provided (3).
  - Do not reuse the nuts (2).



### ► Preparing the new gas generator

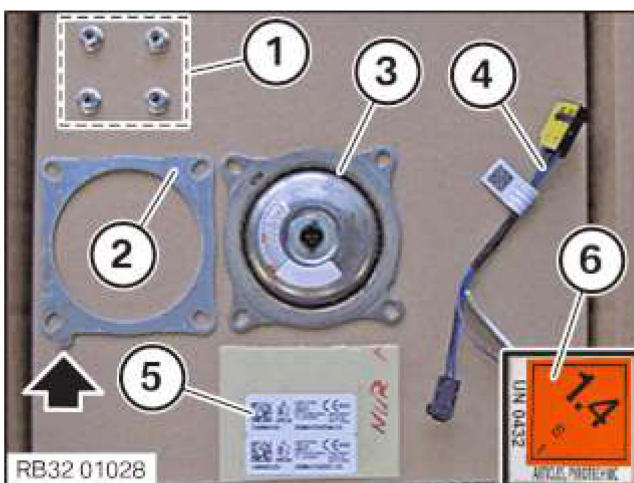


#### RISK OF DAMAGE

##### Damage to the gas generator.

A damaged gas generator due to, for example, a fall, can lead to malfunctions and must be replaced.

- Handle gas generator carefully.
- Do not use the gas generator after a fall, but replace it.



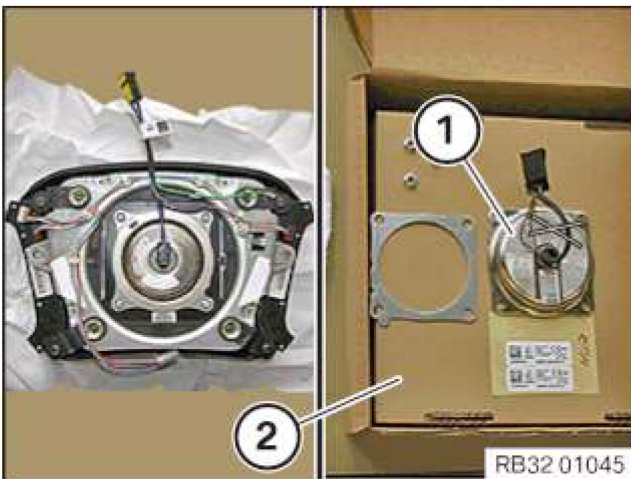
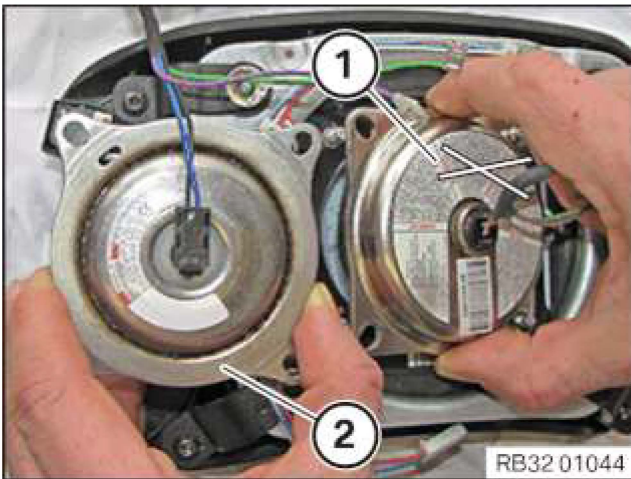
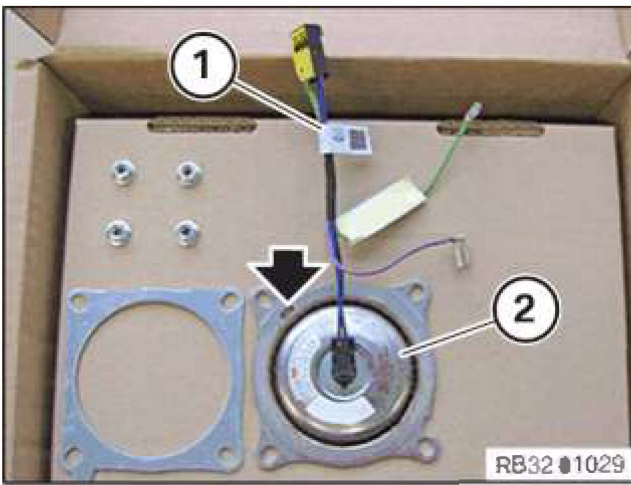
- Unpack the new nuts (1), reinforcement plate (2), new gas generator (3), cable (4) and sticker (5) and place it as shown.
- Make sure that the groove (arrow) of the reinforcement plate (2) is positioned correctly.
- USA only:  
Dispose of the hazard sticker (6).

- Clip in the cable (1) as shown in the new gas generator (2).

The cable (1) and the groove (arrow) of the new gas generator (2) point upwards.

The connector is encoded against incorrect assembly.





- Remove the previous gas generator (1) and subsequently directly place the new gas generator (2).

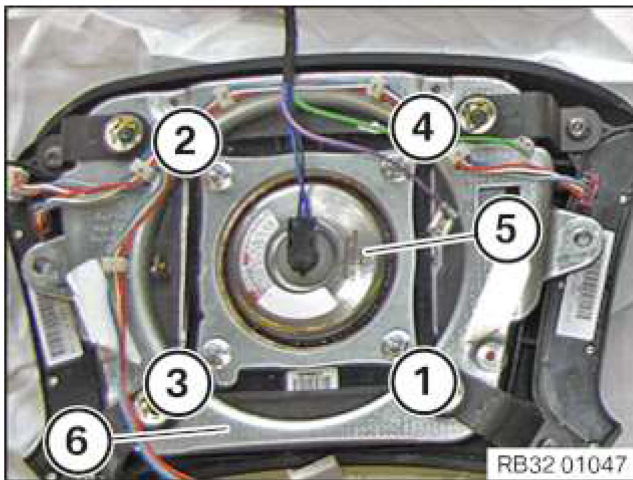
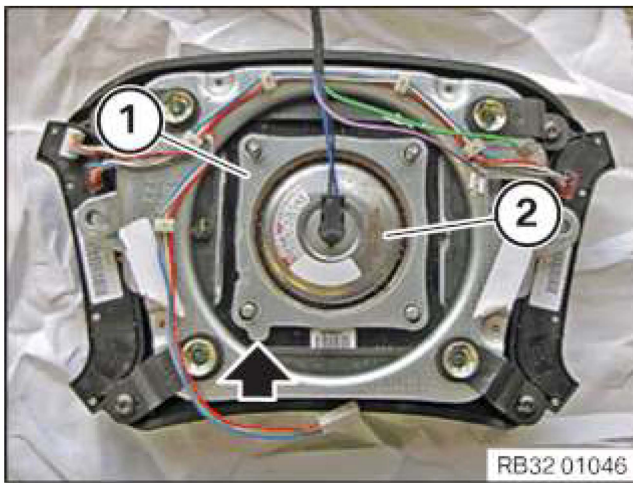
The cable and the groove of the new gas generator (2) point upwards.

- Insert the previous gas generator (1) in the packaging (2).

- Position the reinforcement plate (1) over the new gas generator (2).
- Make sure that the groove (arrow) of the reinforcement plate (1) is positioned correctly.

The groove (arrow) points downwards to the left.





- **Auxiliary person:**

Hold the airbag unit (6).

Check whether the nuts have been tightened correctly by the executing person.

The noise must be audible while retorquing.

- **Executing person:**

Lightly screw on the new gas generator (5) with the new nuts in the screwing sequence (1) to (4).

Tighten the nuts in the screwing sequence (1) to (4).

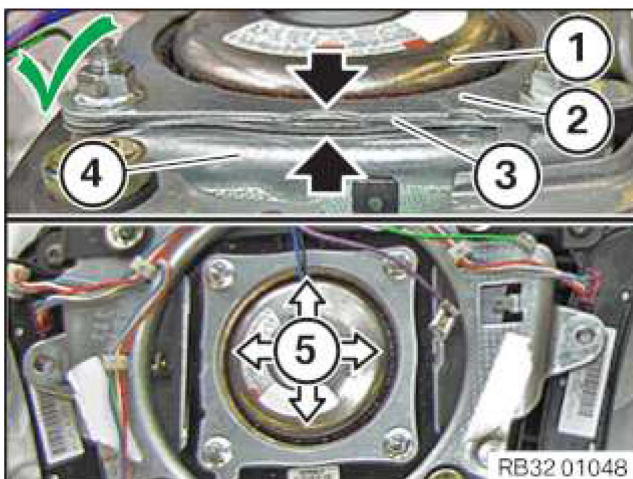
Retorque the nuts in screwing sequence (1) to (4).

### Tightening torques

#### Gas generator to airbag unit

Nut  
Renew nut.

Tightening torque  
5Nm



- **Executing person:**

Visually inspect the gap (3) between the new gas generator (1), reinforcement plate (2) and airbag unit (4) on all four sides (5).

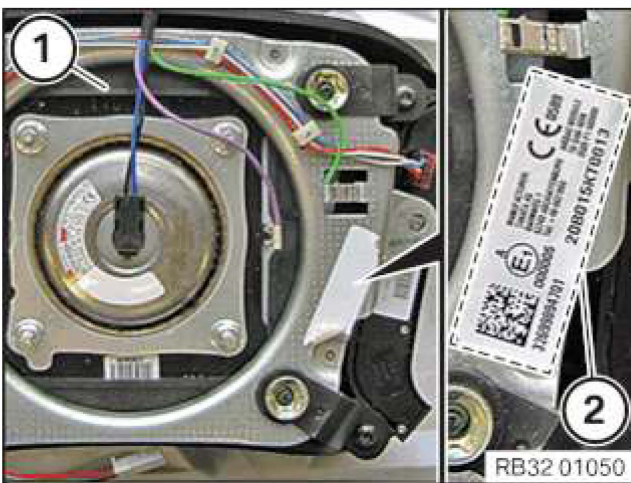
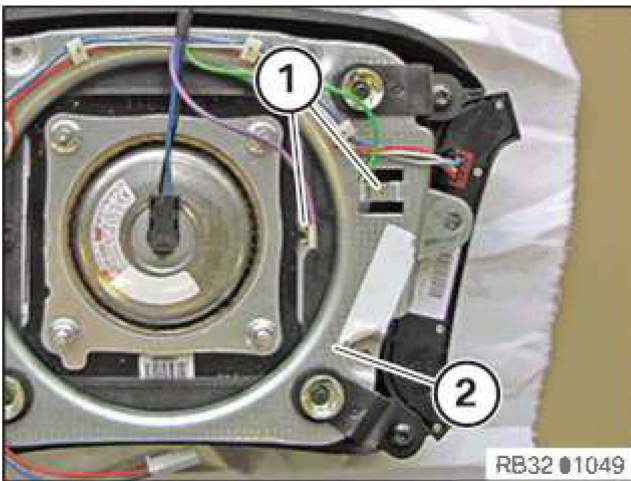
- **Auxiliary person:**

Visually inspect the gap (3) between the new gas generator (1), reinforcement plate (2) and airbag unit (4) on all four sides (5).

- **If the gap (3) is not OK:**

Release the screw connection and tighten again as described in the previous step. If the gap is still not OK, then cancel the repair. Install the new airbag unit in this case.

- Connect both the connectors (1) with the airbag unit (2).



- Glue on the first sticker on the airbag unit (1) with the new number on the position (2).
- Glue on the second sticker on the work order.

- Install the airbag unit and horn switch and if necessary, check the multifunction button for operability.

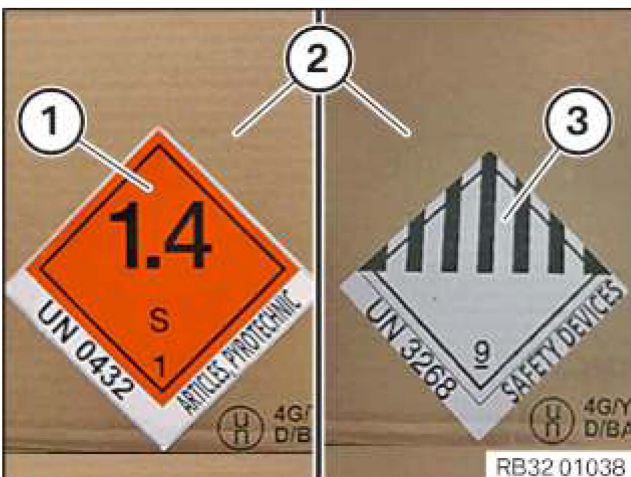
## 3234020

- All except USA:

Affix the hazard sticker (1) externally on the packaging (2).

- USA:

Do not affix any hazard sticker (3) externally on the packaging (2).



BMW Group - AIR: 2019-12-03 / 11:12  
 Retailer: -/  
 Model: 328i A  
 Development code: E46  
 Model code: AM63  
 Lead type: AM63

### Repair instruction

## Removing and installing/replacing airbag unit

32 34 020 I REP-REP-RAE4632-3234020 - V.1

### 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 triggering.



#### Necessary preliminary tasks:

- Disconnect battery negative lead



Release screws (Torx T30) on both sides.

#### *Installation:*

Make sure electrical leads are correctly positioned.

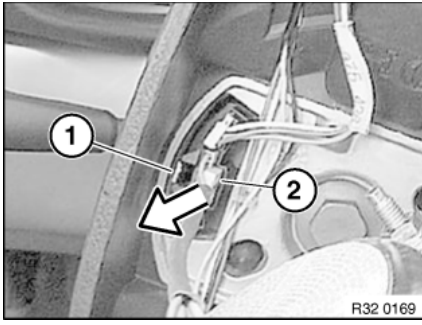
Tightening torque 32 34 1AZ.



#### Warning!

Danger of injury!

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



Press down lock (1) and disconnect plug (2).

Remove airbag unit.



**Replacement:**

Disconnect plug connections on airbag unit and remove connecting cable.

**Installation:**

Connect plugs to connections of same colour on airbag unit.

BMW Group - AIR: 2019-12-03 / 11:13  
 Retailer: -/-  
 Model: 328i A  
 Development code: E46  
 Model code: AM63  
 Lead type: AM63

#### Repair instruction

### Removing and installing/replacing the airbag unit (sports steering wheel, inserted airbag unit)

32 34 020 I REP-REP-RAE4632-3234020SMART - V.2

#### 32 34 020 Removing and installing/replacing the airbag unit (sports steering wheel, inserted 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 release tool for the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.



#### Attention!

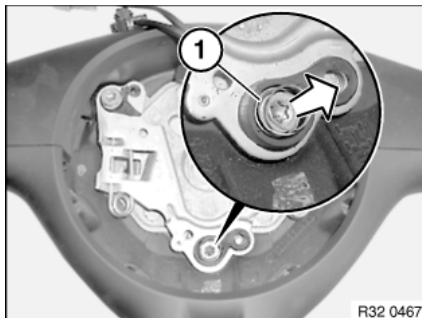
Steering wheel must be replaced if airbag unit has been triggered!

Follow procedure after airbag deployment.



#### Necessary preliminary work:

- Disconnect battery earth lead



#### Installation note:

When installing a new airbag unit (see table below), the available ground spring (1) must be removed from the base plate of the steering wheel.

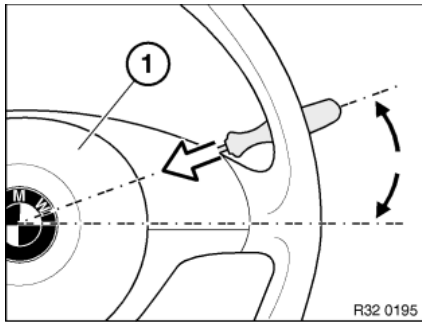
Pull off spring (1) from screw.

Omitting the ground spring (1) on new airbag units is not a safety hazard.

Introduction dates of new airbag units:

E46:	01/2002
E53:	02/2003
E39:	03/2002

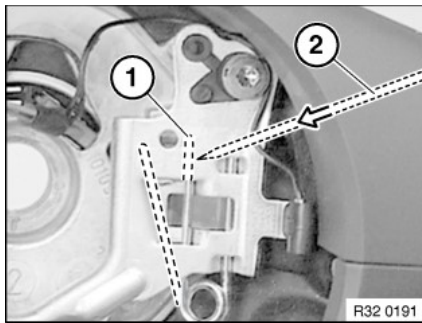




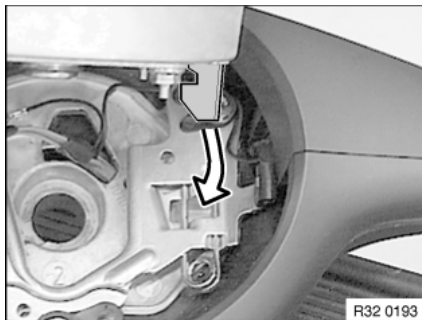
Insert a screwdriver through the opening on the rear side of the steering wheel and press on the lock. In the event of a spring resistance, press the lock up to the limit position and simultaneously pull away the airbag unit (1) from the steering wheel.

Repeat the process on the opposite side.

The process on the next image is illustrated without the airbag unit to make it clearer.



Use the screwdriver (2) to press on the lock (1).



**Installation note:**

Make sure electrical leads are correctly positioned.

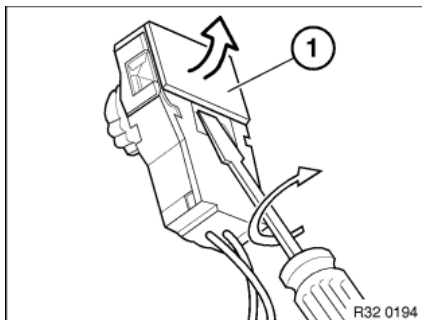
Insert the airbag unit into the locks with the hooks and press it into the steering wheel.



**Warning!**

Danger of injury!

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



Unlocking the airbag plug connection:

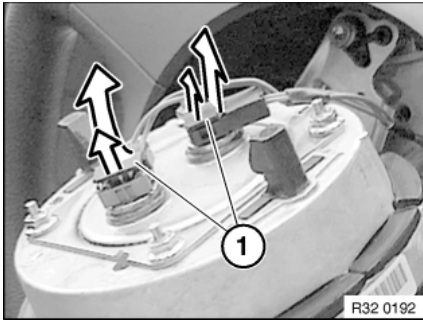
Lever out the lock (1) with a screwdriver.

Open the locks (1) and pull off the connector.

Remove airbag unit.

**Installation note:**

Connect plugs to connections of same colour on 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 a week**, 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 **Every Other week** 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 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](mailto:AirbagReturns@bmwna.com)

Defect Code: 00 32 11 03 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.

- Dealers must contact Takata/XPO **Every Other Week** 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

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  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
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