



SIB 65 03 20

2020-03-06

**RECALL CAMPAIGN 20V-017: REPLACE DRIVER'S FRONT AIR BAG
MODULE**

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 Service Information Bulletin (Revision 1) replaces SI B65 03 20 **dated January 2020**.

What's New (Specific text highlighted):

- Situation
- Procedure
- Warranty

MODEL

E-Series	Model Description	Production Date
E70	X5 (incl. M) Sports Activity Vehicle	September 27, 2006 – June 27, 2013
E70	X5 (diesel) SAV	September 10, 2008 - June 27, 2013
E71	X6 (incl. M) Sports Activity Coupe	December 11, 2007 – June 25, 2014
E72	X6 Active Hybrid SAC	May 21, 2009 – January 12, 2011

AFFECTED VEHICLES

Vehicles which require this Recall Campaign were included in an earlier Takata recall and received an interim remedy. The affected vehicles and will show 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 January 16, 2020) on certain Model Year 2007 - 2014 BMW vehicles that were produced between September 27, 2006 and June 25, 2014.

This recall is for vehicles which have already had the air bag gas generator replaced as part of a previous interim remedy recall repair. With this recall repair, we are installing the **final remedy** part.

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 and this diagnosis and corresponding repair work, **if needed, is not covered by this Recall**.

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

CAUSE

After long-term exposure in areas with a high level of humidity, moisture may enter the housing of the gas generator on the driver's front air bag.

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- In the event of a crash necessitating deployment of the front driver's air bag, the moisture may create excessive internal pressure, possibly causing rupture of the air bag inflator and resulting in metal fragments striking and injuring the driver or other passengers

CORRECTION

Replace the driver's front air bag gas generator assembly.

In the following cases the inflator/gas generator replacement should not be done. 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
- 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

PROCEDURE

Please record exterior cosmetic condition of air bag assembly 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”; or

REP 32 34 030 – “Removing and installing/replacing air bag unit (sport steering wheel)”

The only parts allowed to be installed for this repair are the part numbers that are supplied in the PARTS INFORMATION section.

In addition to the repair instructions and to assist you in performing this repair, refer to a step-by-step video at the bottom of this bulletin.

Warning! Incorrect handling may result in triggering of the air bag module and thereby cause serious injury.

- Comply with safety regulations for handling components with gas generators.
- Do not exert any force on the air bag module.
- Use only specified tools for releasing the air bag module.

It is necessary to document which gas generator goes into which vehicle. Therefore, the technician is required to note on the repair order the serial number of the new gas generator. The serial number should also be entered into the warranty claims comment section. The serial number can be found on the gas generator below the barcode.



Serial Number location (1).

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The attached checklist must be followed. A second technician is required to perform a visual check of the air bag cavity to ensure there are no foreign objects. The second technician should also confirm the air bag nuts are torqued properly.

Both technicians must sign the completed checklist and attach it to the repair order.

For E72 Hybrid Vehicles; only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information may be found in REP 61 00... Observe safety instructions when handling electric vehicles.



The new Repair Kit gas generator P/N 32 30 6 888 429 is installed utilizing a new jumper wiring harness that is installed between the generator and the steering wheel assembly.

Note: This harness **MUST BE USED** with this generator!

LABELS

Included in the box with the gas generator should be two self-adhesive labels that can be used in the warranty claims section and attached to the air bag.

If either of the labels are missing, please do the following:

- Hand write the new gas generator serial number into the warranty comments section of your claim.
- Hand write the new gas generator serial number onto a label and affix to air bag assembly

If the entire air bag is replaced instead of just the gas generator, we will need the serial number on the label on the side of the air bag. This is the longest number usually on the bottom of the label.

PARTS INFORMATION

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 6 888 429	Repair Kit inflator (gas generator) Driver's. Includes jumper harness	1

If a complete air bag is needed per above, please follow the special ordering procedure below:

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- Please order the parts for a specific VIN only and not for stock.
- One VIN request per IDS ticket.
- **Please use SI B650320 as the summary of the ticket.**
- **You must let us know what is preventing you from only replacing the gas generator.**
- Please open an IDS ticket, include your dealer (ship to location) code, VIN (last 7 digits), part number and your contact information including the address for delivery. Orders will be entered using the VIN and AB (air bag) for the PO **if the required parts are available**. Example PO: LM12345AB.

Part Number	Description	Quantity
32 30 6 884 657	Air bag assembly Driver's E70 BASIC	1
Or:		
32 30 6 884 658	Air bag assembly Driver's E70 SPORT	1
Or:		
32 30 6 884 659	Air bag assembly Driver's E71, E72 SPORT	1

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, a DCSnet part return tag will be generated for the passenger's front air bag module with special handling instructions.

- Please DO NOT return these recalled air bag modules directly to Lightning Resources or the WPRC.

Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

Your center is responsible for following all rules and regulations that apply to shipping dangerous goods as described in the attachment.

A shipping procedure has been created for returning the replaced air bag modules directly to Takata. There is also a procedure available for "Bulk Shipping 15 or more air bag modules" at one time to Takata.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them. Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

Scfieldaction.14305@xpo.com

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

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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 together with the part numbers specified above:

Defect Code	0032070300
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The vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 880	Replacing gas generator for driver airbag	7 FRU
Or:			
# 2	00 68 881	Replace the driver-side front air bag (complete) (after the replacement attempt of the gas generator could not be properly completed)	4 FRU
Or:			
# 3	00 68 882	Replace the driver-side front air bag (complete) (replacement of the gas generator is not possible)	3 FRU

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 4	00 68 282	Replacing gas generator for driver airbag	8 FRU (E70/71); 9 FRU (E72)
Or:			
# 5	00 68 283	Replace the driver-side front air bag (complete) (after the replacement attempt of the gas generator could not be properly completed)	6 FRU
Or:			
# 6	00 68 284	Replace the driver-side front air bag (complete) (replacement of the gas generator is not possible)	5 FRU

Claim Repair Comments

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 03 20 WP 1), unless otherwise required by State law.

The serial number of the new gas generator or the air bag module must be entered in the comment field of the claim submission application. The claim will be rejected if the serial number is missing from the claim submission entry.

Mobile Assistance - Off Site Repair (N/A)

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The work procedure for this recall repair **does not** allow for it to be eligible for performing it as an Off-Site Repair.

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.

Supporting Materials

[picture as pdf B650320 Checklist.pdf](#)

[picture as pdf B650320 Recall Notice.pdf](#)

[picture as pdf B650320 20V-017 Customer Letter.pdf](#)

[picture as pdf B650320 REPAIR INSTRUCTIONS E7x.pdf](#)

[picture as pdf B650320 20V-017 E8X E9X E7X DAB QA 14Jan2020.pdf](#)

[picture as pdf B650320 Air Bag Gas Generator Replacement.pdf](#)

[picture as pdf B650320 Parts Return Program Instructions.pdf](#)

[picture as pdf B650320 Parts Bulk Ship Return.pdf](#)

Videos

[65 02 17](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-017: Replace Driver's Front Air Bag Module – B65 03 20

BMW AG is conducting a Voluntary Safety Recall (effective January 16, 2020) on certain Model Year 2007 - 2014 BMW vehicles that were produced between September 27, 2006 and June 25, 2014.

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.

Air Bag Generator Replacement E7x

Conditions:

- The Generator replacement should always be carried out by the same Technician(s)
- Make sure your hands and clothes are clean and free of foreign objects
- Only one vehicle at a time should have this work performed
- This repair should be done from beginning to end without interruption
- Interruptions of any kind are not permitted

Safety:

- Notes on Electro Static Discharge (ESD) must be observed. (see REP-RAGRP61-6135ESD)
- Do not measure or touch the electrical terminals on the Generator
- Handle Generator with caution
- If the Generator should fall or be damaged it must be replaced
- Do not allow any foreign objects to enter the Air Bag cavity while the Generator is removed

Working Position:

- Whenever possible do not place your body above the airbag

Working Location:

- It is recommended to do this work in a location away from other personnel and vehicles (for example in a separate room or the parts department)
- A clean workbench with ESD protection is necessary
- A soft blanket is needed to position underneath the Air Bag to avoid damage to the cover
- The work area should be dust free
- Make sure there are no open cabinets above the workbench to avoid any foreign objects from falling into the Air Bag cavity.

Exclusion Criteria: In the following cases the complete Air Bag assembly must be replaced:

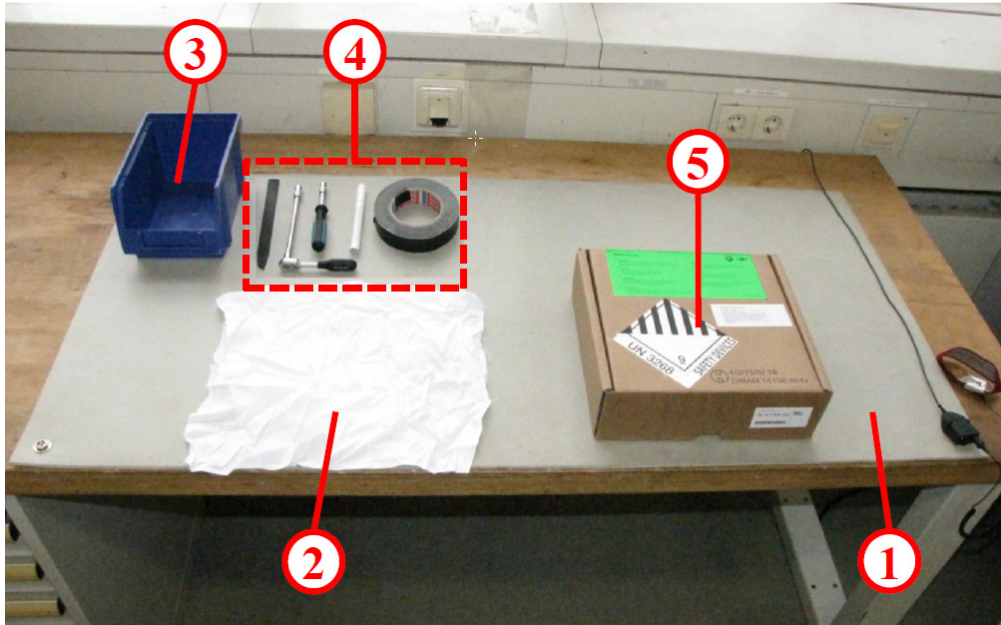
- Threaded bolts are damaged
- Threaded bolts are bent or corroded
- The Generator cannot be removed from the Air Bag without excess force
- If the target tightening torque of the nuts cannot be achieved
- If there is a gap between the Generator & Airbag that is not closed up when tightening the nuts

Order Acceptance:

- The Air Bag cover & steering wheel should be inspected in the presence of the customer prior to repair
- Record the condition of the Air Bag on the Repair Order

Checklist:

- Checklist should have all boxes checked and signed by the 1st and 2nd Technician.



[1] The workbench should be prepared with the following items:

- Anti-Static mat (1) which must be grounded (See SWS 2 06 04 (128))
- A soft blanket or material (2) to prevent damaging the airbag cover
- A container (3) for disposal of the original Generator nuts
- A packaged new part (5)

Tools required (4) for the Generator exchange:

- Plastic bone tool (SWZ 0 490 539)
- Ratchet with extension and 8 mm socket
- Small torque wrench with 8 mm socket (5 NM)
- Felt tip marker (sharpie)
- Duct tape (.25 mm wide)



[2] Remove Air Bag from the vehicle

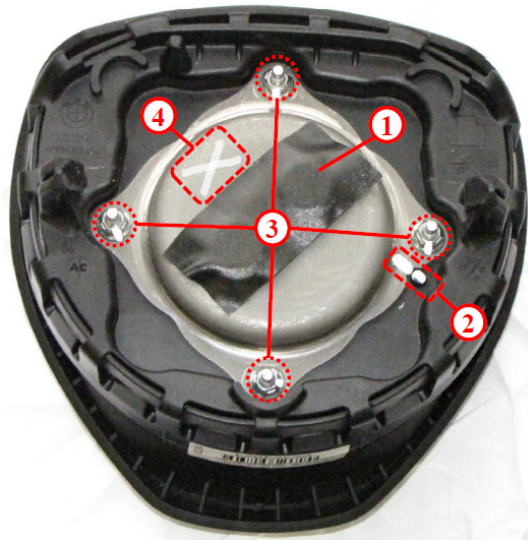
E70 series Steering wheel: see repair instructions REP - REP - RAE7032-3234020)

E70 Sport Steering wheel: see repair instructions REP - REP - RAE7032-3234030)

[3] Place airbag unit (1) face down on the soft work surface

[4] Write serial number (2) of the original Air Bag unit on the work order

[5] Primary mechanic must place ground strap (3) on their wrist



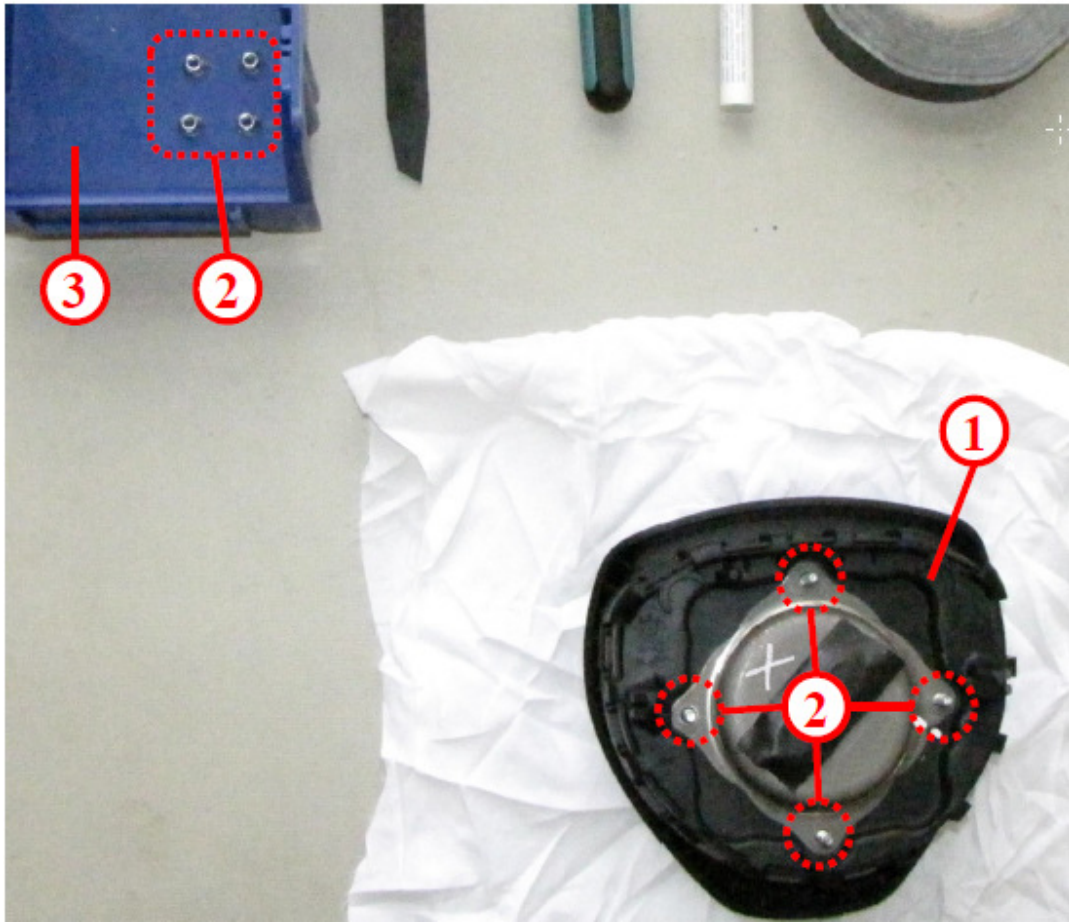
[6] Cover the connections on the old Generator with duct tape (1) so the contacts cannot be touched.

NOTE: – Picture above is an example and may not exactly match your Generator

[7] Mark orientation (2) of the Generator in the Air Bag with the felt tip marker.

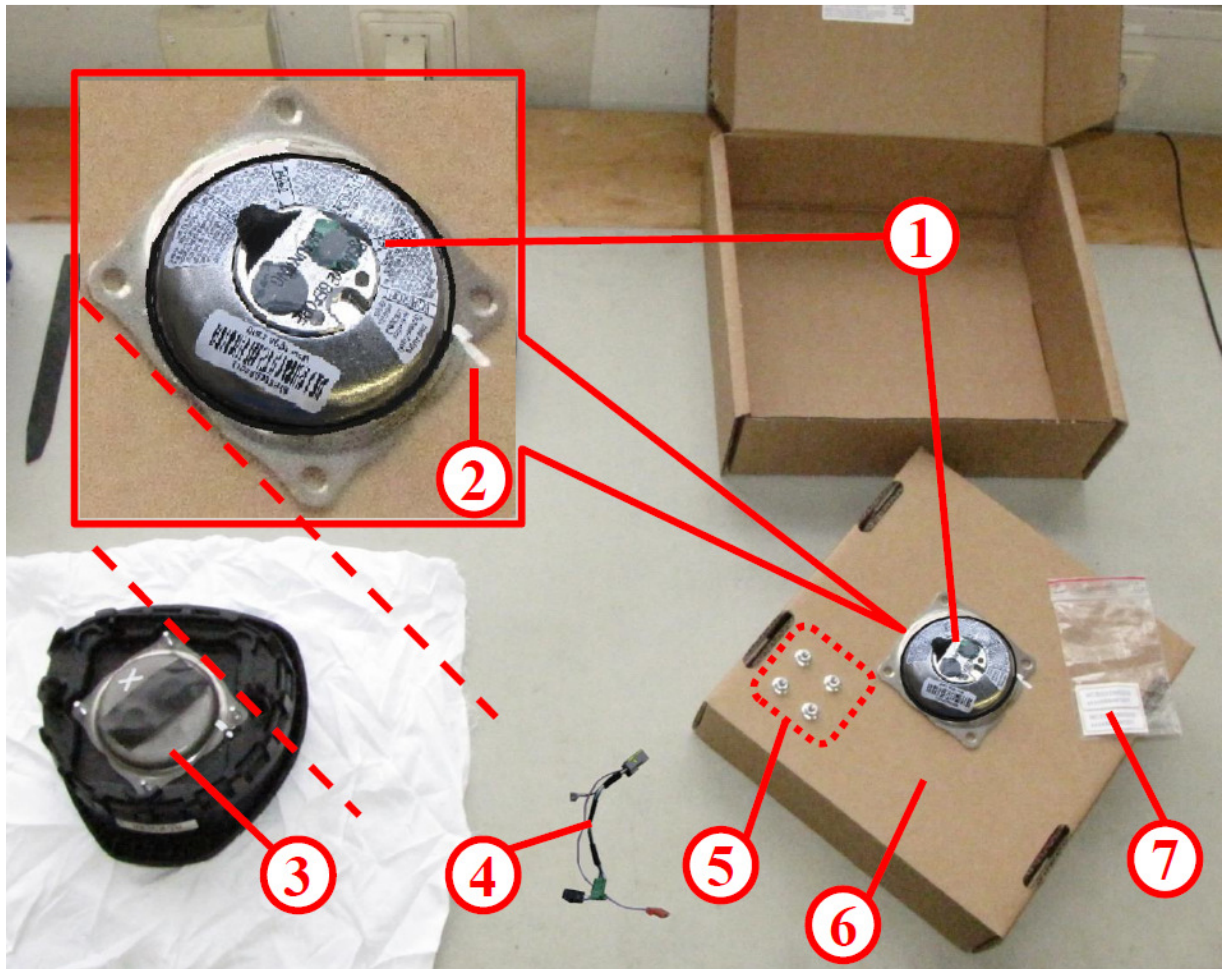
[7] Mark all four nuts (3) with the felt tip marker (to avoid mix up of old/new parts)

[7] Mark a large cross (4) with the felt tip marker (to avoid mix up of old/new parts)



[8] 2nd Technician should hold airbag steady for 1st Technician

1st Technician should remove all four nuts (1) in any order and immediately place the used nuts into the provided container (2) for disposal. This is done to avoid mixing old parts and new parts.



[9] Remove the new Generator (1) from the packaging.

Position the new Generator in the same orientation (3) as the original. Dashed lines show how both are oriented in relation to the air bag assembly.

[10] Unpack wiring harness (4), four new nuts (5) and two stickers (7).

Note: Both stickers (7) are the same and are only in the step [18] is needed.

[11] Mark orientation (2) of the new Generator (1) to match the original Generator (3) markings (from Step [6]) with a felt tip marker.



[12]

(1) Turn airbag over (2) and gently wiggle the Generator to remove from the airbag (2).

(2) A plastic bone tool (3) may be used to apply gentle pressure during removal.

ATTENTION:

Do not use hard, sharp tools!

If the original Generator cannot be removed without excess force then cancel this procedure and replace the entire Air Bag assembly.

(3) After removal, place the original Generator next to the Air Bag.



[13]

ATTENTION:

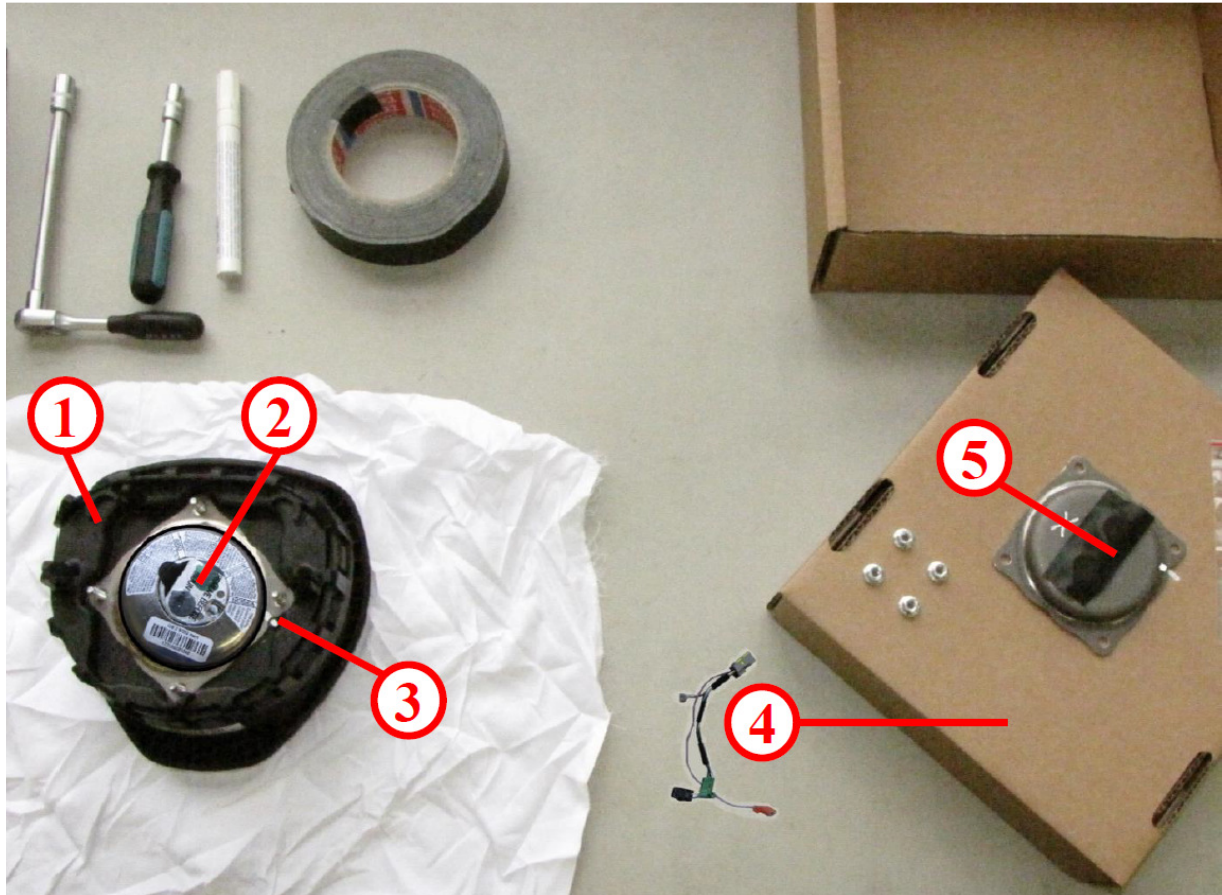
In the area (1) above there must be no foreign objects!

There may be a small amount of surface rust on the metal within the airbag. This is normal.

Apply the four eyes principle and have this confirmed by two technicians.

1st Technician should perform a visual inspection of the airbag cavity for foreign objects.

2nd Technician should perform a visual inspection of the airbag cavity for foreign objects.

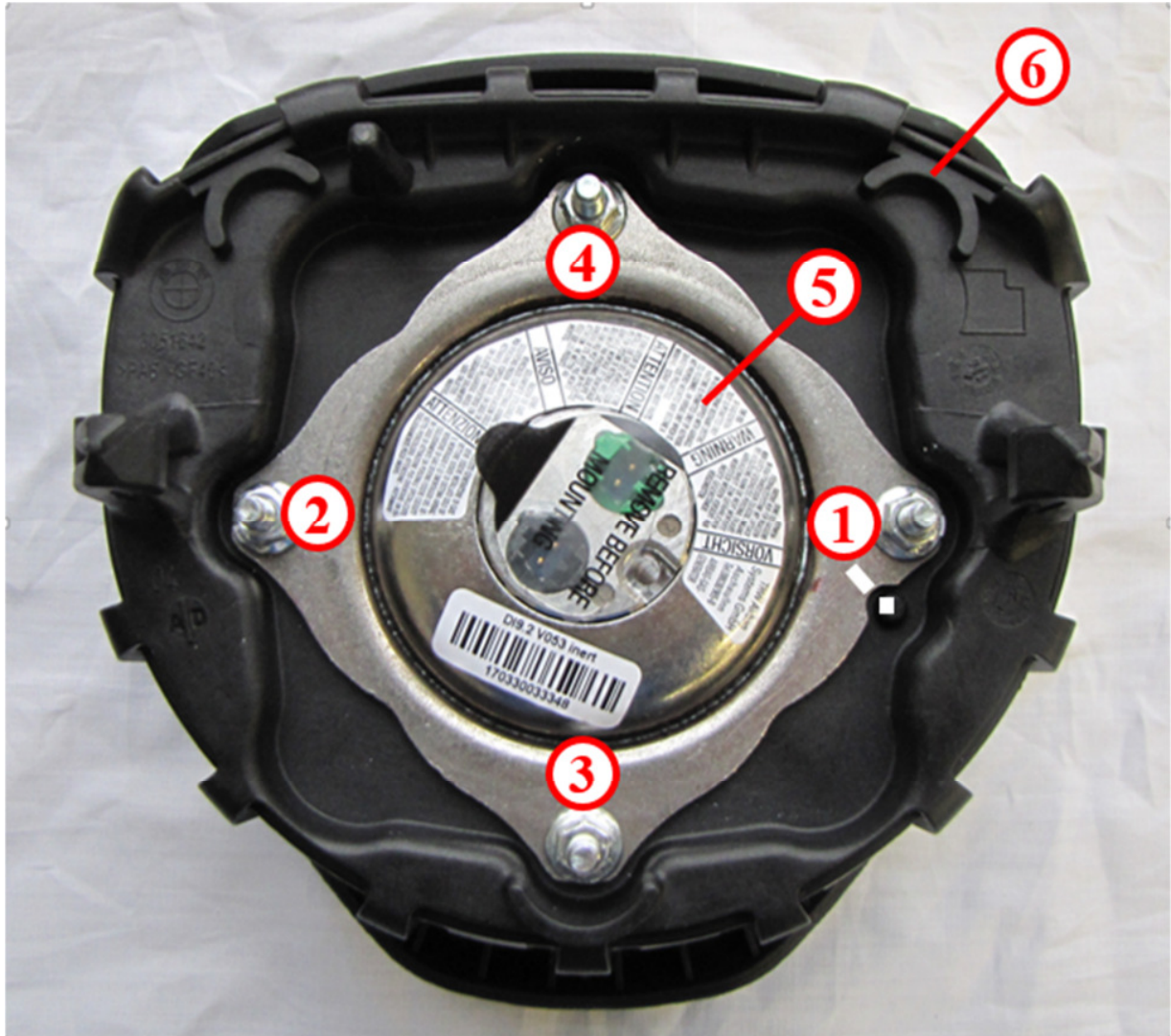


[14] Immediately after the visual inspection of the airbag cavity the new Generator (2) should be installed into the Air Bag (1).

ATTENTION:

Check the orientation of the new Generator and the Air Bag and make sure the marks line up (3).

[15] Insert the original Generator (5) into the packaging (4).



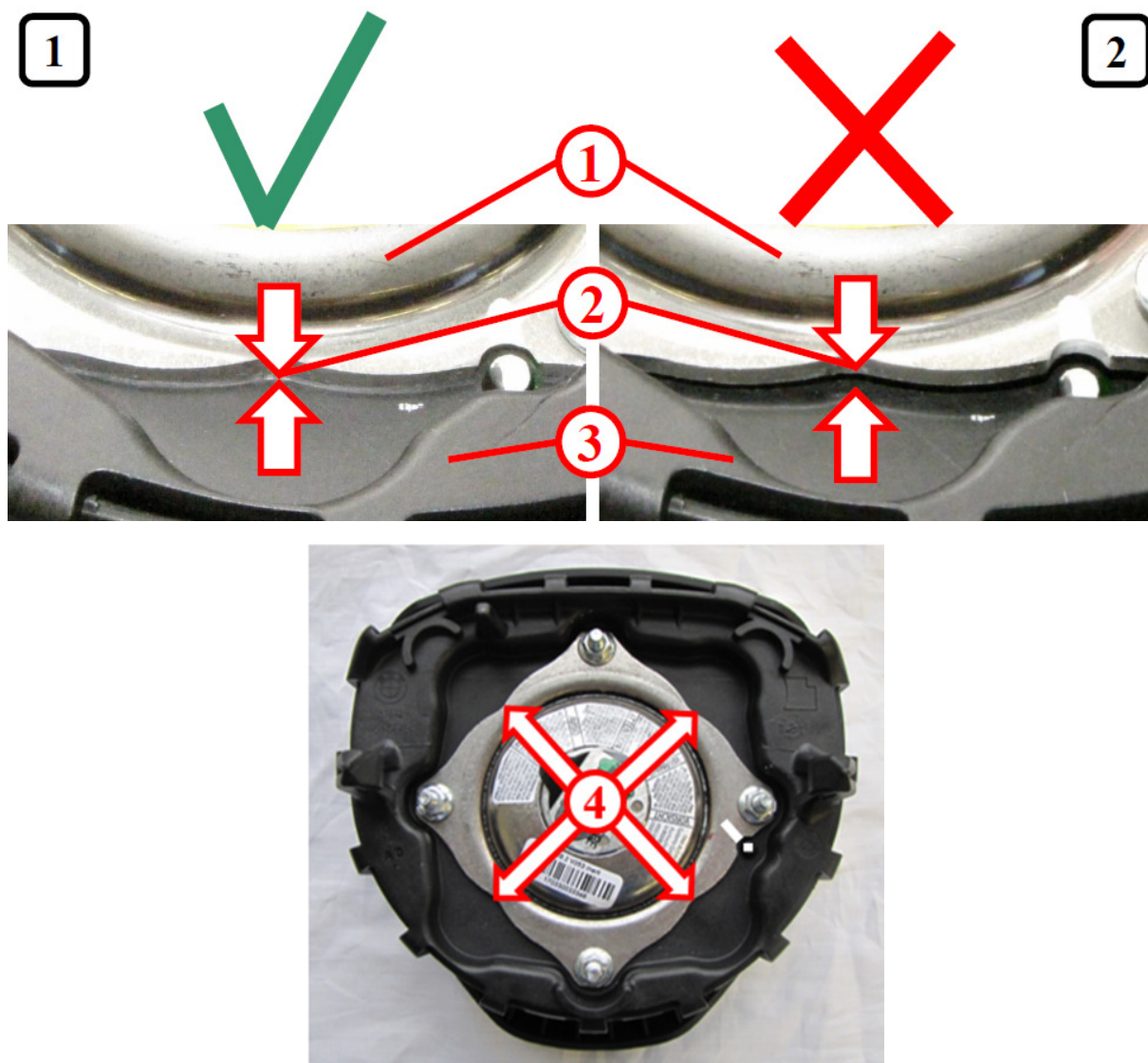
[16] 2nd Technician should hold airbag steady for 1st Technician

Install the four new nuts (1,2,3,4) onto the studs and lightly tighten the nuts in the sequence shown (1,2,3,4).

Apply the four eyes principle and have this confirmed by two technicians.

1st Technician should torque nuts in sequence (1,2,3,4,) to 5 Nm

1st Technician should again torque the nuts in sequence (1,2,3,4) to 5 Nm



[17]

Perform a visual inspection of the gap (2) between the Generator (1) and the Air Bag (3) on all four sides of the Generator (4).

Apply the four eyes principle and have this confirmed by two technicians.

1st Technician should check the gap (2) on all four sides of the Generator.

2nd Technician should check the gap (2) on all four sides of the Generator.

Picture (1) shows a correctly installed Generator

Picture (2) shows an improperly installed Generator with an excessive gap (2).

ATTENTION: If the gap cannot be closed up then cancel this procedure and replace the entire Air Bag assembly.

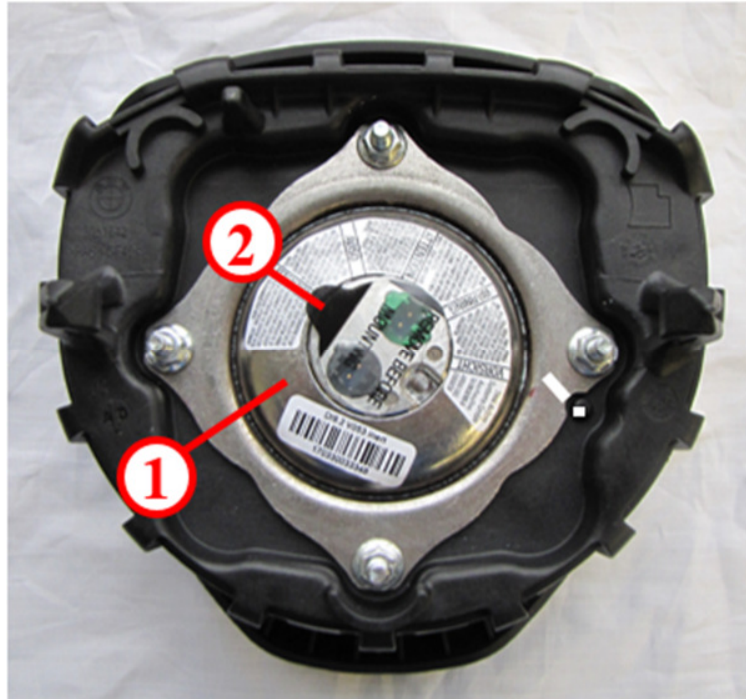


[18] Note serial number of the new Air Bag unit (1) on the Repair Order.

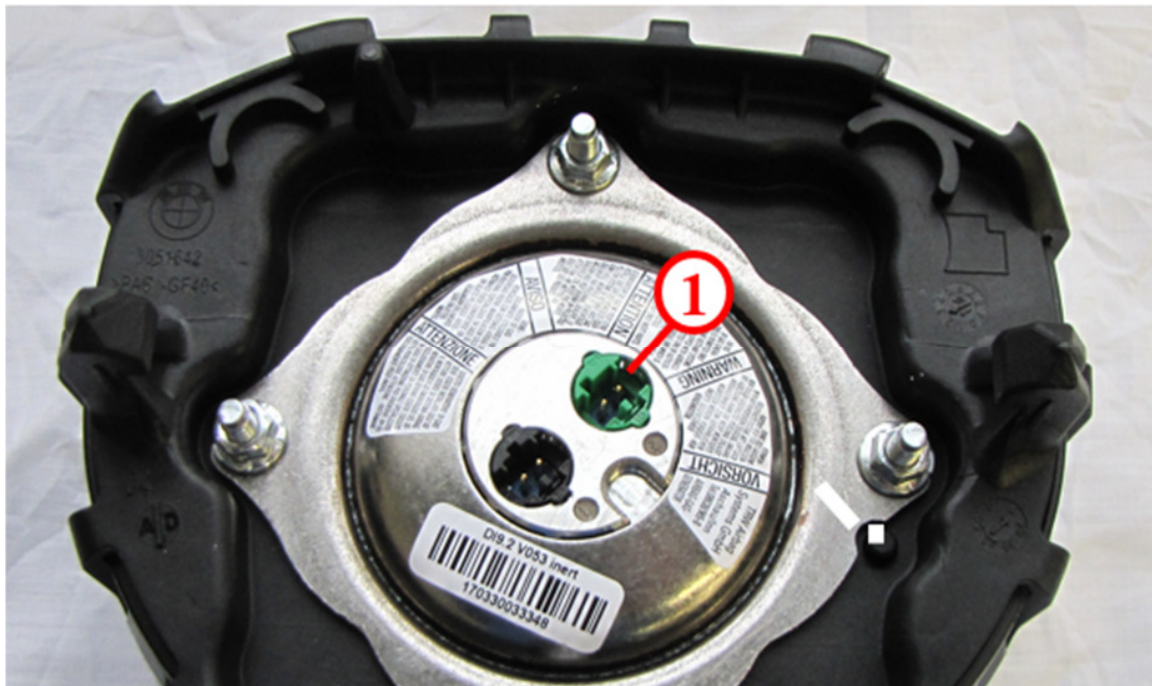


[18] Remove the 2 supplied stickers [18] Place the 1st airbag sticker onto the Air Bag in location (2) shown.

The 2nd serial number sticker of the new Generator must be placed on the Repair Order



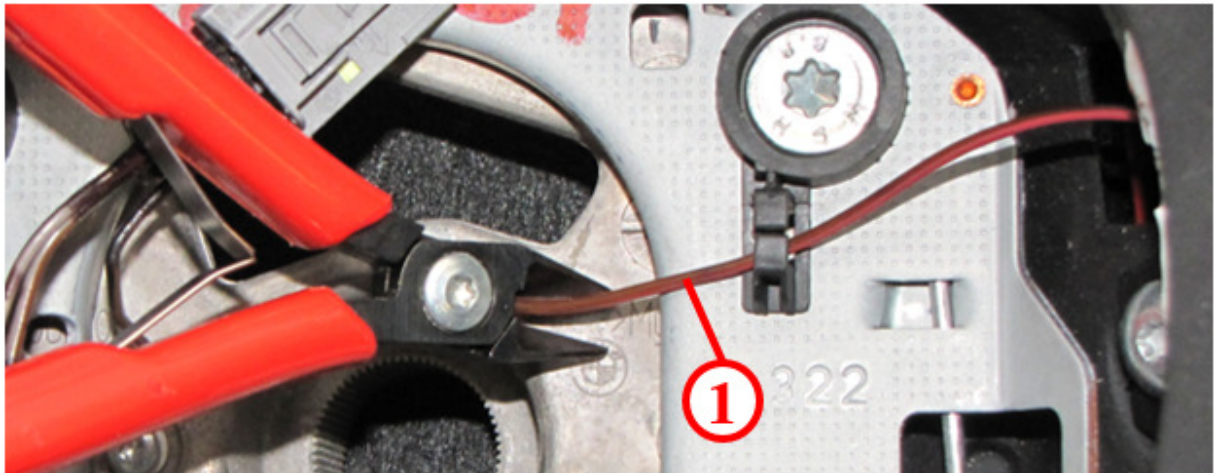
[19] Remove the tape (2) from the new generator (1).



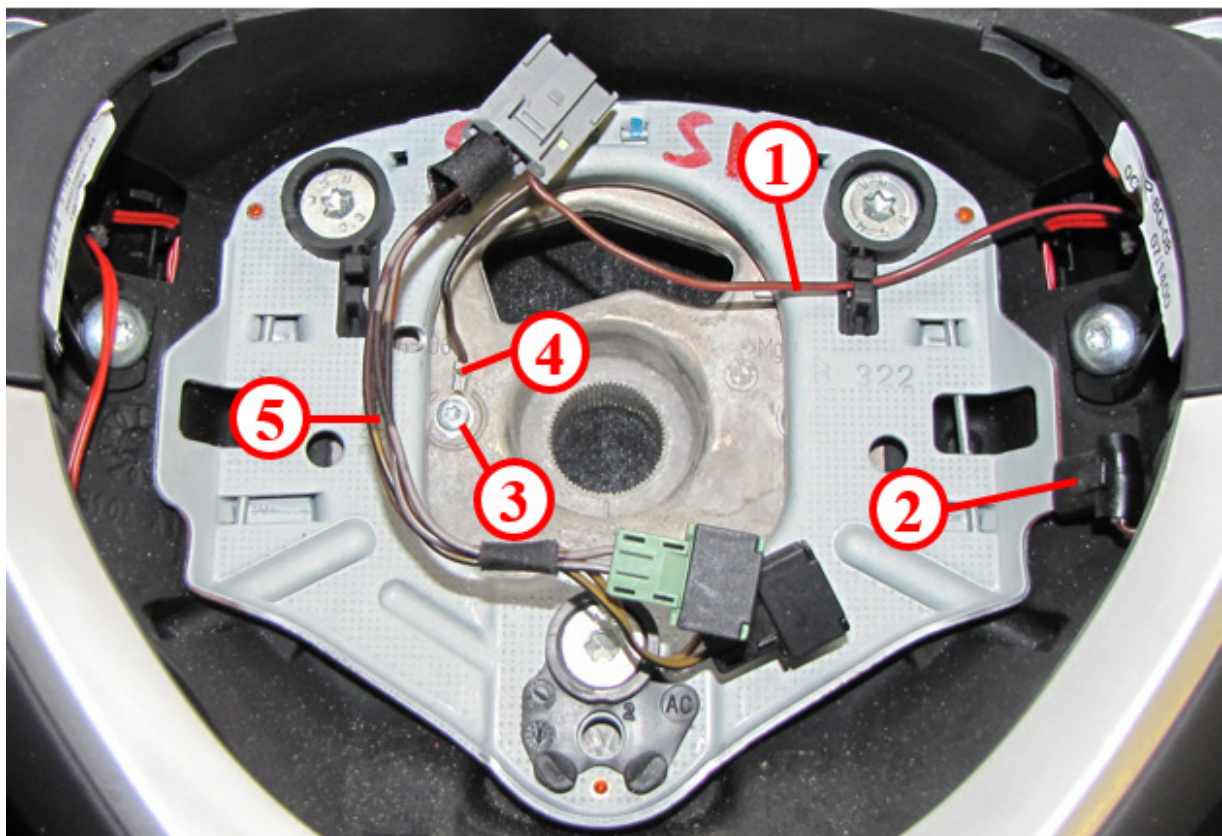
[20] 1st and 2nd Technician must ensure green connector is orientated as shown (1)

[21] Turn the Air Bag assembly over and perform a visual inspection of the Air Bag cover to ensure its condition matches what was noted on the Repair Order prior to this repair.

[22] Remove the wiring harness (5) from the steering wheel:



Cut the cable (1).

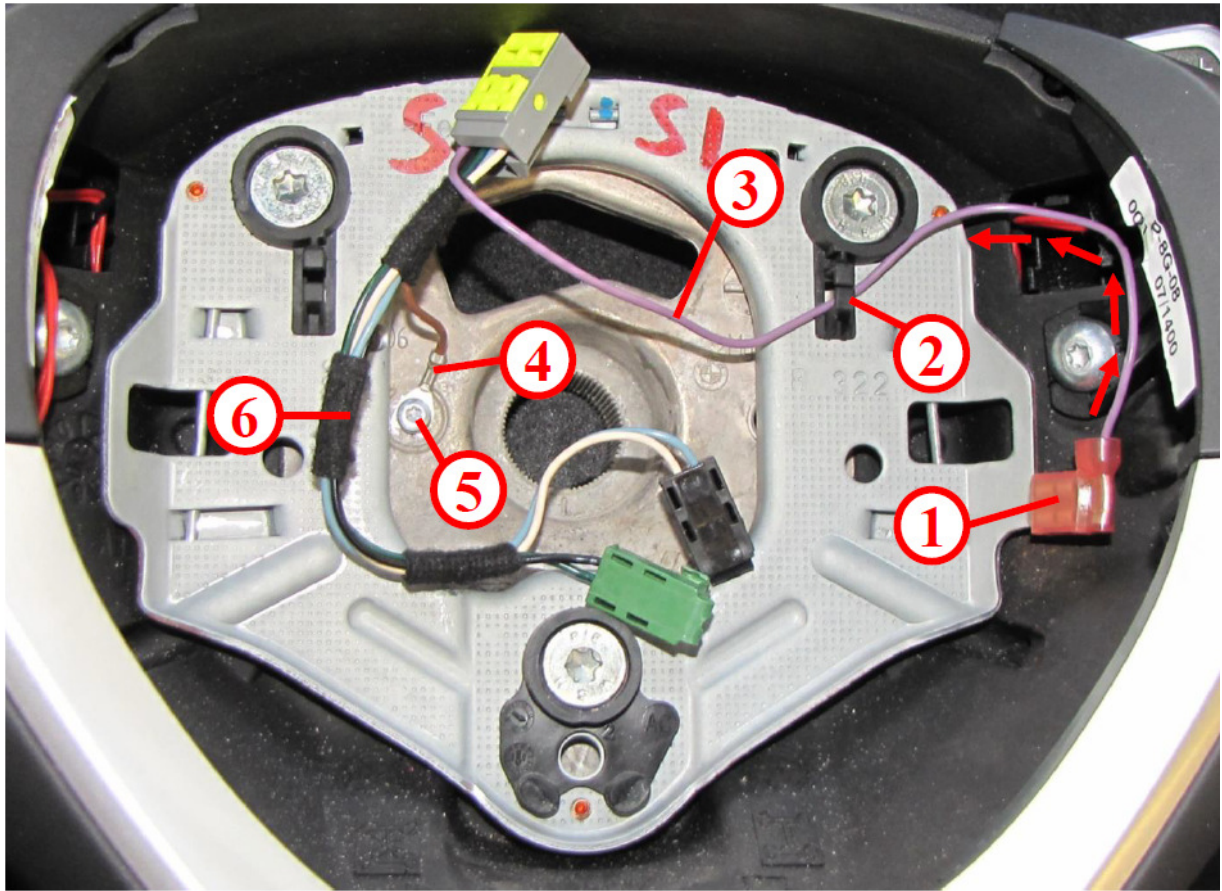


Disconnect the ground contact (2). Remove and dispose the ground cable (1).

Remove the bolt (3). Remove the ground contact (4).

Remove and dispose the wiring harness (5).

[23] Install the new wiring harness (6) into the steering wheel:



Place the wiring harness (6) as shown.

Connect the ground contact (1).

Fix the ground cable (3) on place (2).

Route the ground cable (3) as illustrated with arrows.

Position ground cable (4) as illustrated and fasten with bolt (5).

Tightening torque: 1,3 Nm.

[24] Install the Air Bag into the vehicle.

(See RAE7032-3234020)

[25] Check function after assembly is complete:

- Turn on ignition, does the Air Bag lamp briefly illuminate during the bulb self-check and then go out?
- Confirm that the horn is working

[26] Seal packaging with the original Generator and prepare for shipment back to Takata.

Checklist for Air Bag Generator Replacement		
	VIN: _____	
[1]	Prepare a clean ESD-protected work area and provide the following items:	
	Install anti-static mat. Ground mat. Soft blanket to prevent scratching Air Bag cover	
	Container for the disposal of the original nuts (to avoid mixing up parts)	
	Packaged New Air Bag Generator	
	Tools: Plastic bone tool, ratchet, torque wrench (5NM), felt tip marker (sharpie), duct tape	
[2]	Remove Air Bag unit from the vehicle	
[3]	Place Air Bag onto the blanket face down with the Generator facing upwards	
[4]	Note serial number of the Air Bag unit on the Repair Order	
[5]	1 st Technician should install ESD grounding strap on their wrist	
[6]	Use duct tape to cover the electronic terminals on the Generator so the contacts cannot be touched	
[7]	Mark orientation of the Generator and place a large X with the felt tip marker on the Generator and all four nuts. This is done to avoid confusion with the new parts.	
[8]	Unscrew all four nuts in any order and dispose of the original nuts in the container. ATTENTION: Do not reuse nuts.	
[9]	Unpack a new Generator and position in the same way as the previous inflator	
[10]	Unpack wiring harness, four new nuts and 2 stickers	
[11]	Mark orientation of the new Generator with the felt tip marker	
[12]	Remove original Generator from the Air Bag.	
	Invert the airbag so generator is on the bottom. Gentle wiggling of the Generator may be required to get it loose from the Air Bag. Place Generator same as pictured.	
[13]	1 st Technician should perform a visual inspection of the airbag cavity for foreign objects	
	2 nd Technician should perform a visual inspection of the airbag cavity for foreign objects	
[14]	Insert immediately after a successful visual inspection new gas generator in the airbag unit	
[15]	Place original Generator into the provided packaging	
[16]	While 2 nd Technician holds airbag firmly, 1 st Technician should check correct fit of new ignitor. You may have to wiggle it lightly to get it to fully seat. Gently tighten all 4 new nuts in sequence.	
	1 st Technician should torque nuts in sequence to 5 Nm	
	1 st Technician should again torque the nuts to 5 Nm	
[17]	1 st Technician should perform a visual inspection of the gap between the new generator and the airbag module on all four sides. 2 nd Technician should also inspect the gap between new inflator and airbag module on all four sides.	
[18]	Note serial number of the new Air Bag unit on the Repair Order.	
	Apply to the Air Bag unit one new sticker from the new Generator in the marked location.	
	Apply second new sticker to the Repair Order.	
[19]	Peel off stickers from the new airbag generator	
[20]	1 st Technician should perform a visual inspection and confirm green connector is located as shown below. 2 nd Technician should also confirm correct orientation.	
[21]	Turn Air Bag over so Generator is on bottom and perform visual inspection of Air Bag cover. Confirm airbag condition matches what is on the Repair Order.	
[22]	Remove the wiring harness from the steering wheel	
[23]	Install the new wiring harness into the steering wheel	
[24]	Install Air Bag assembly back into vehicle	
[25]	Test operation. Turn on ignition and confirm Air Bag (SRS) lamp goes off. Confirm horn functions	
[26]	Seal original Generator into provided packaging for shipment	

1 st Technician Signature	2 nd Technician Signature	
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Attachment to B65 03 20

February 2020

REP-REP-RAE7032-3234020 Removing and installing/replacing airbag unit (**NON -sport steering wheel**)

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E70/off-road vehicle/X5 xDrive35i/N55/AUT/US/left-hand drive/2012/08	
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

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](#)



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 with Torx screwdriver T30 (1) on spring leg until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

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.

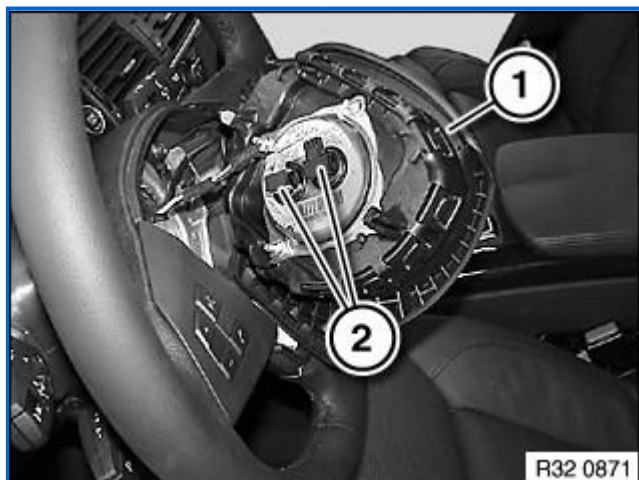


Warning!

Risk of injury!

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

Tilt airbag unit (1) towards rear. Disconnect [plug connections](#) (2) and remove airbag unit (1).

**Installation:**

Connect plugs to connections of same colour on airbag unit.

REP-REP-RAE7032-3234030 Removing and installing/replacing airbag unit (sport steering wheel), VIN: XXXXXXXX

ISTA system version	3.55.10.16 319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E70/off-road vehicle/X5 xDrive35i/N55/AUT/US/left-hand drive/2012/08	
Int.lev. works	-	Int.lev. (cur.)	-	Int.lev.(tar.) -
Mileage	0 km			

32 34 030

Removing and
installing/replaci
ng 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!

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Follow [procedure after airbag triggering](#).



Necessary preliminary tasks: Disconnect

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Repeat procedure on other side.

Installation:

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.



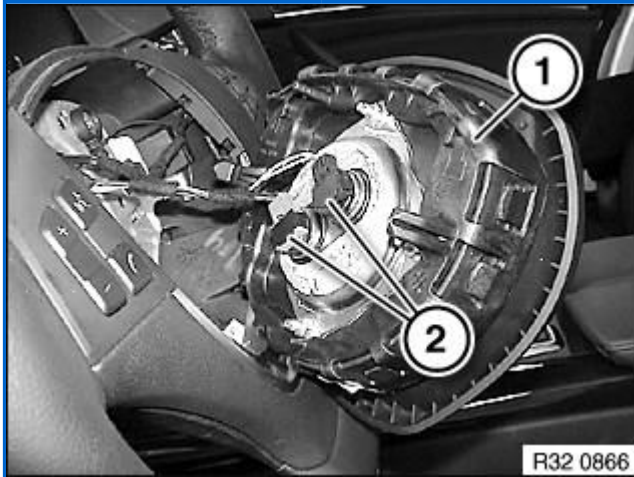
Warning!

Risk of injury!

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

Tilt airbag unit (1) towards rear.

Disconnect [plug connections](#) (2) and remove



airbag unit

Installati

Connect plugs to connections of same colour
on airbag



IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle, [INSERT VIN]
Recall Campaign No. 20V-017: Driver's Air Bag Module

March 2020

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2006-2015 BMW 1 Series, 3 Series, X1 SAV, X3 SAV, X5 SAV and X6 SAC vehicles.

Why are we contacting you?

Our records indicate that your vehicle may have had an interim ("like-for-like") driver's air bag module repair performed under a previous air bag recall final remedy parts were available. We are pleased to inform you that the final remedy is now available. **Please contact your nearest authorized BMW Center (www.bmwusa.com/dealer) immediately to schedule an appointment to have this important free repair performed as soon as possible.**

What could happen?

In the event of a crash necessitating deployment of the driver's air bag, excessive internal pressure could cause the air bag to explode, resulting in metal fragments striking the driver or other passengers potentially resulting in serious injury or death. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

What will BMW do?

Your vehicle will be inspected to confirm the type of driver's air bag module/inflator that is currently installed. The inspection will be performed for FREE. If it is confirmed that your vehicle contains a "like-for-like" air bag module/inflator, it will be replaced with a final remedy part. This FREE repair will take about one hour.

There are a few options to help overcome the inconvenience of bringing your vehicle in for service, if needed. Contact your local BMW center to check what is available.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

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

You can update the vehicle ownership or your contact information by filling out the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if I have questions or experience problems?

Should you have any questions about this recall, visit www.bmwusa.com/recall to read FAQs or contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services by calling 1-800-525-7417 or via email at CustomerRelations@bmwusa.com.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your seat belt at all times.

Sincerely,

BMW of North America, LLC

Company
BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

Spanish translation on back side
Traducción en español en el lado inverso

**Driver's Front Air Bag Module
Safety Recall 20V-017
BMW 1 Series, 3 Series X1 SAV, X3 SAV, X5 SAV and X6 SAC
Model Year 2006-2015
Initial: 1/14/2020**

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

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Production Dates</u>
E82	1 Series Coupe (incl. M)	2008 – 2013	Nov 2007 – Sep 2013
E88	1 Series Convertible	2008 – 2013	Nov 2007 – Oct 2013
E90	3 Series Sedan (incl. M)	2006 – 2011	Feb 2005 – Dec 2011
E90	3 Series Sedan (diesel)	2009 – 2011	Jan 2009 – Aug 2011
E91	3 Series Sports Wagon	2006 – 2012	Sep 2005 – Mar 2012
E92	3 Series Coupe (incl. M)	2007 – 2013	May 2006 – Jun 2013
E93	3 Series Convertible (incl. M)	2007 – 2013	Nov 2006 – Oct 2013
E84	X1 SAV	2013 – 2015	Jul 2012 – Sep 2014
E83	X3 SAV	2007 – 2010	Aug 2006 – Aug 2010
E70	X5 SAV (incl. M)	2007 – 2013	Sep 2006 – Jun 2013
E70	X5 SAV (diesel)	2009 – 2013	Sep 2008 – Jun 2013
E71	X6 SAC (incl. M)	2008 – 2014	Dec 2007 – Jun 2014
E72	X6 SAC ActiveHybrid	2010 – 2011	May 2009 – Jan 2011

Q2. Which inflator is affected?

This recall is for vehicles which have already had the Takata PSDI-5 driver front air bag replaced as part of a previous recall.

Q3. Why are other BMW models not included?

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

Q4. Why is this recall just coming out now?

The recall schedule follows the guidelines published by NHTSA in the May 2016 amended Takata Recall Coordinated Remedy Order.

Q5. If I had my driver's front air bag module replaced prior, do I need to have it replaced again?

Yes. This final replacement part is ammonium–nitrate free. Please contact your authorized BMW center immediately to schedule an appointment to have this important **free repair** performed as soon as possible.

Q6. What is difference between the interim and the final repair?

The final repair incorporates a newly designed and tested replacement inflator with guanidine nitrate-based propellant. The interim repair was an inflator with ammonium nitrate-based propellant.

Q7. What is the fix?

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

Q8. How long will the repair take?

This **FREE** repair may take about an hour; however, additional time may be required depending upon your BMW center's schedule.

**Driver's Front Air Bag Module
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Q9. How will I be notified of this recall?

You will receive a letter by the beginning of March via First Class mail, advising you of this recall. 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, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

Q10. Do I have to wait for my letter in order to have my vehicle serviced?

No. You should schedule an appointment immediately with an authorized BMW center for service and repair. You can locate your nearest BMW center at www.bmwusa.com/dealer.

Q11. 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.

General Takata Questions

Q12. 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 overly aggressive combustion in the event of air bag deployment.

Q13. What is desiccant?

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

Q14. What can happen as a result of this issue?

In a crash where the air bag deploys, the air bag inflator housing may rupture and could cause metal fragments to pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

Q15. 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.

Q16. How did BMW become aware of this issue?

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

Q17. Can I continue to drive my vehicle?

Yes. However, you should have this service performed by an authorized BMW center as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q18. I did not receive a letter from BMW regarding my vehicle. How can I find out if my BMW is included in this recall?

You can check for open recalls a few different ways. You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall and download a sample owner notification letter and Q&A if

**Driver's Front Air Bag Module
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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>.

Q19. 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>.

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

1. Contact Takata:

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

2. Stacking:

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

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



3. Labeling:

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

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

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



4. Questions/Concerns:

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

Defect Code: 00 32 07 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.

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 - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039

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