

**SIB 65 04 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 04 20 **dated January 2020**.

What's New (Specific text highlighted):

- Situation
- Procedure

MODEL

E-Series	Model Description	Production Date	Affected Option Code
E82	1 Series Coupe incl M	November 6, 2007 – September 28, 2013	with option codes 0255, 02XA, 0710, 07XA
E88	1 Series Convertible	November 13, 2007 – October 9, 2013	
E90	3 Series Sedan incl M	February 28, 2005 – December 12, 2011	
E90	3 Series Sedan (diesel)	January 15, 2009 – August 2, 2011	
E91	3 Series Sports Wagon	September 9, 2005 – March 19, 2012	
E92	3 Series Coupe incl M	May 27, 2006 – June 28, 2013	
E93	3 Series Convertible, incl M	November 28, 2006 – October 1, 2013	
E83	X3 Sports Activity Vehicle	August 20, 2006 – August 20, 2010	All
E84	X1 SAV	July 2, 2012 – September 30, 2014	All

AFFECTED VEHICLES

The Vehicles affected by this recall already had the PSPI-5 Driver front air bag replaced with an interim remedy as part of a previous recall.

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 January 16, 2020) on certain Model Year 2006 - 2015 BMW vehicles that were produced between February 28, 2005 and September 30, 2014.

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

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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 generator on the driver's front air bag.

- 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 assembly.

PROCEDURE

Please record the exterior cosmetic condition of the 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.

Note: The jumper harness supplied with P/N 32 30 6 884 661 may not fit some production vehicles. The electrical connector is keyed differently and will not connect to the vehicle harness.

If the harness does not fit, you don't have to install it. The original vehicle harness can be reused unless damaged.

If original harness is damaged, do not attempt to use supplied harness. Instead, refer to ETK for the replacement part number.

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

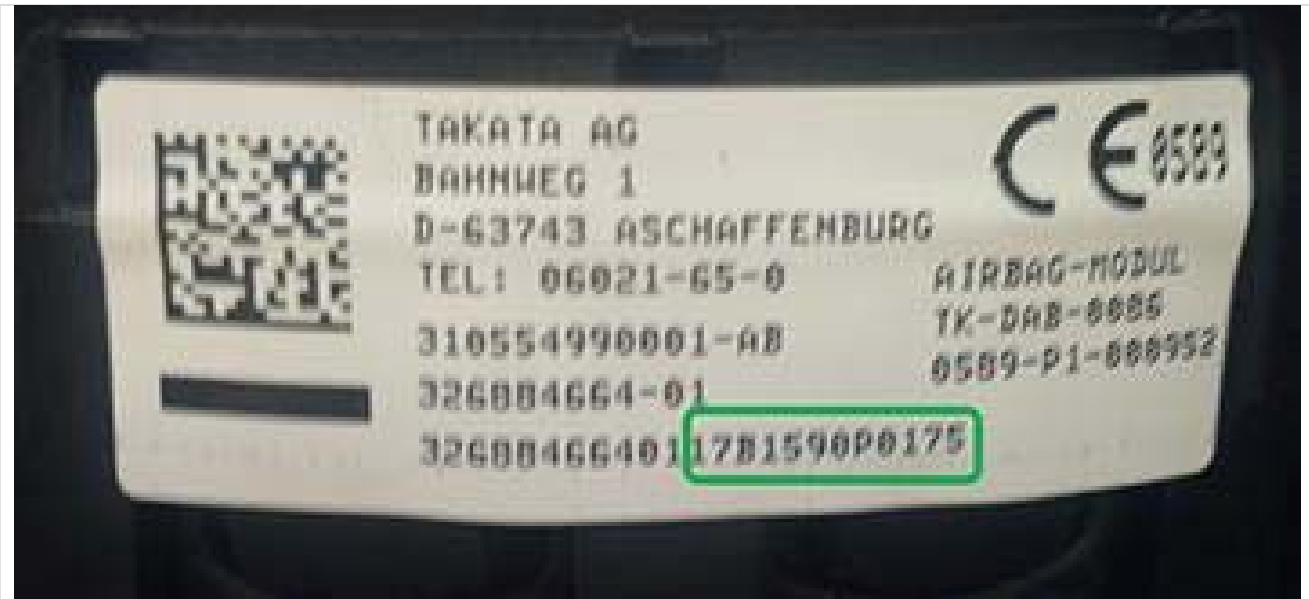
- Comply with safety regulations for handling components with gas generators.
- Do not exert any force on the air bag module.
- Use only specified tools for releasing the air bag module.

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Note: It is necessary to document which air bag goes into which vehicle. Therefore, the technician is required to note on the repair order the serial number of the new air bag. The serial number should also be entered into the warranty claims comment section.

There are two different serial numbers that can be found. For this recall we only need the serial number on the label on the side of the air bag. . The serial number is identified below by the red box (1).

This is the last half of the number (after the part number) as shown below. The part number is identified below by the green box (2).



OR the serial number can also be found 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.

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

For E82, E84, E88, E90, E91, E92, E93:

Part Number	Description	Quantity
32 30 6 884 664	Air bag module driver's side base with or without vibration absorber (for all E82, E84, E88, E90, E91 and E92, E93)	1



Note: **Original part coming out of the vehicle may not match the replacement part. This applies to vehicles originally equipped with or without a dampener. Refer to the photos below:**

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**For E83:**

Part Number	Description	Quantity
32 30 6 884 660	Air bag module driver's side base 1	1
	OR	
32 30 6 884 661	Air bag module, driver side Sport (Options 0710 or 0255)	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.

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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.

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	0032060300
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The vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 879	Replacing driver air bag	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
# 2	00 68 281	Replacing driver air bag	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 04 20 WP 1), unless otherwise required by State law.

The serial number of 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.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

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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.

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.

Additional information can be found in the Mobile Assistance program guide in CenterNet, it is located under the Customer Relations menu.

Claim - Labor Reimbursement

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operation's published KSD2 flat rate unit (FRU) allowance at a rate of 150 percent. This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the on-call technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period of time (for example, on multiple calls), only one on/off punch time is required.

Claim Submission

In addition to the Takata Air Bag Recall repair order line item, please open an additional line item as describe below:

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*

***Labor Calculation Example**

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If the special flat rate labor for the Takata Air Bag Recall has a stated allowance of 5 FRU, applying the "rate of 150 percent," this repair will be reimbursed at a total of 8 FRU as a Mobile Assistance off-site repair:

- Claim the additional "3 FRU" or the applicable additional FRU amount using the defect code and labor operation provided above.

Notes:

- Round up "half" flat rate units when applicable.
- Identify this line time as "Additional labor for a Mobile Assistance off-site repair."
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code 32 99 000 is not considered a Main labor operation.

Supporting Materials

[picture as pdf B650420_20V-017_E8X_E9X_E7X_DAB_QA_14Jan2020.pdf](#)

[picture as pdf B650420 Recall Notice.pdf](#)

[picture as pdf B650420 REP-32-34-030 E83.pdf](#)

[picture as pdf B650420 REP-32-34-020 E8x E9x.pdf](#)

[picture as pdf B650420 REP-32-34-020 E84.pdf](#)

[picture as pdf B650420_20V-017_Customer_Letter.pdf](#)

[picture as pdf B650420 Parts Bulk Ship Return.pdf](#)

[picture as pdf B650420 REP-32-34-030 E8x E9x.pdf](#)

[picture as pdf B650420 Parts Return Program Instructions.pdf](#)

[picture as pdf B650420 REP-32-34-020 E83.pdf](#)

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 04 20

BMW AG is conducting a Voluntary Safety Recall (effective January 16, 2020) on certain Model Year 2006 - 2015 BMW vehicles that were produced between February 28, 2005 and September 30, 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.

Attachment to SI B65 04 20

February 2020

REP-REP-RAE8732-3234020 Removing and installing/replacing airbag unit, VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	3'/E90/Sedan/325i/N52/AUT/ECE/left-hand drive/2010/06		
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!



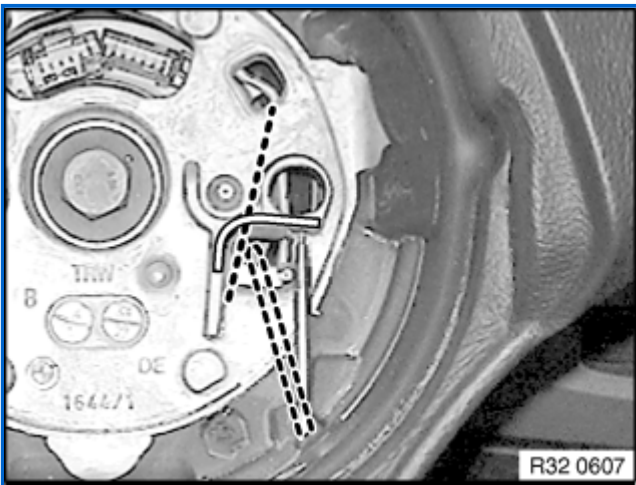
[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#).



Necessary preliminary tasks:

- Disconnect [battery negative lead](#)



Insert Torx screwdriver (T20) roughly straight from below into opening on reverse side of steering wheel up to stop (approx. 5.5 cm).

Swing Torx screwdriver (T20) with handle sideways until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical lead is correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



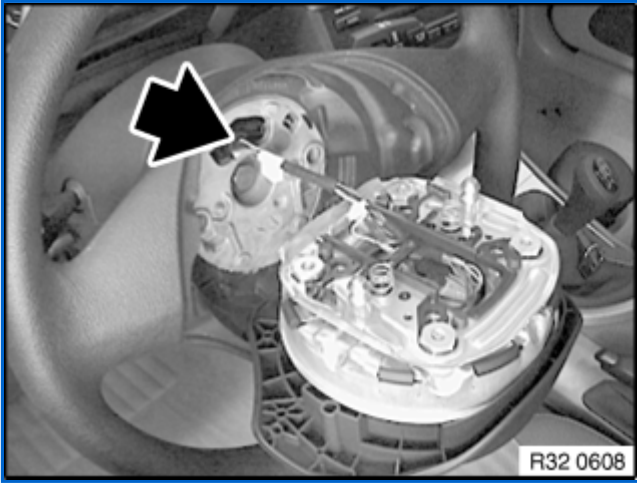
Warning!

Danger of injury!

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

Tilt airbag unit towards rear.

Disconnect plug connection and remove airbag unit.



REP-REP-RAE8332-3234020FL Removing and installing/replacing airbag unit (from 09/2006), VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	X'/E83/off-road vehicle/X3 3.0i/N52/AUT/US/left-hand drive/2008/05		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

32 34 020

Removing and installing/replacing airbag unit (from 09/2006)

**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!

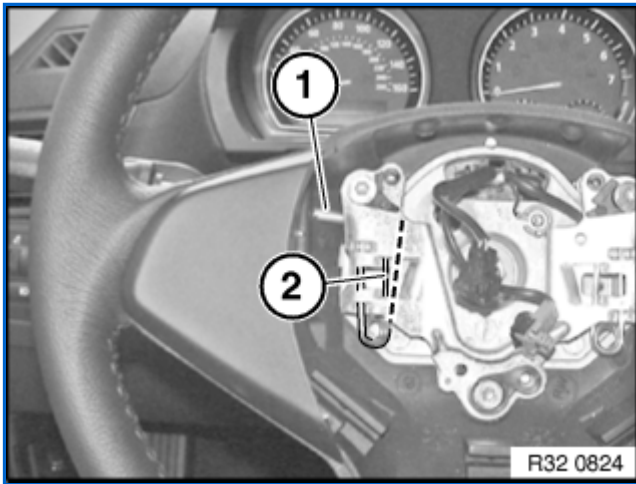
[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#) .



Necessary preliminary tasks:

- Disconnect [battery negative lead](#)



Insert Torx screwdriver T30 (1) horizontally into opening on reverse side of steering wheel until a spring resistance is felt (approx. 4 cm).

Press spring leg (2) with Torx screwdriver (1) up to stop and pull airbag unit away from steering wheel.

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.



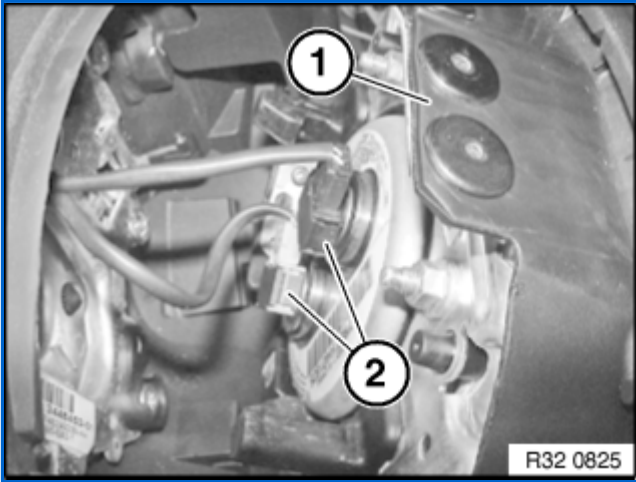
Warning!

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.

Attachment to B65 04 20

February 2020

REP-REP-RAE8732-3234020 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'/E84/off-road vehicle/X1 xDrive35i/N55/AUT/US/left-hand drive/2014/04	
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!

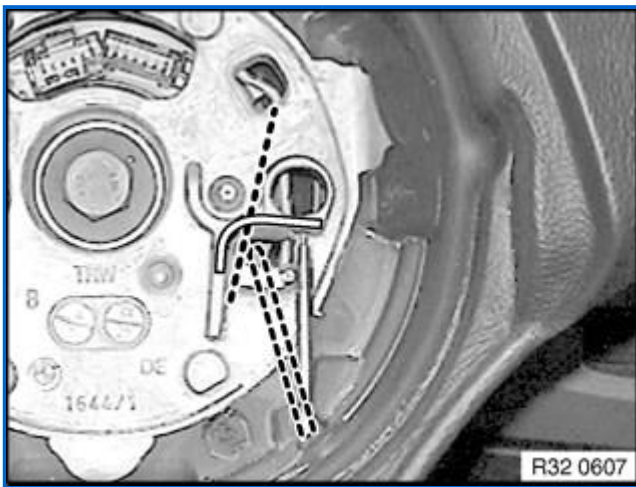


[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#).



Necessary preliminary tasks: Disconnect battery negative lead



Insert Torx screwdriver (T20) roughly straight from below into opening on reverse side of steering wheel up to stop (approx. 5.5 cm). Swing Torx screwdriver (T20) with handle sideways until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical lead is correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



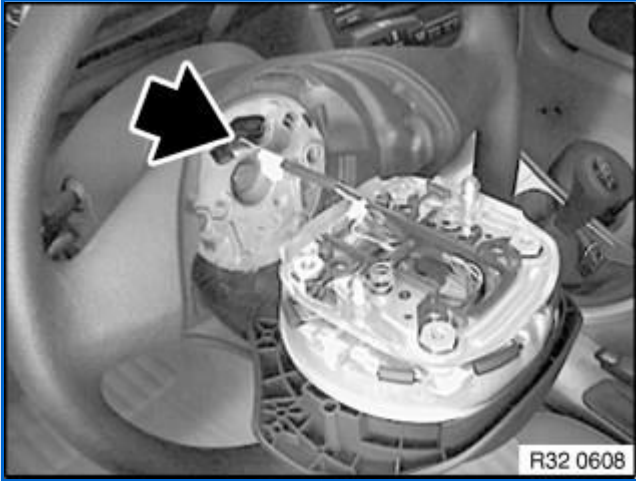
Warning!

Danger of injury!

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

Tilt airbag unit towards rear.

Disconnect plug connection and remove airbag unit.



REP-REP-RAE8732-3234030 Removing and installing/replacing airbag unit (sport steering wheel)

ISTA system version	3.55.10.16 319	Data version	R3.55	Programming data
VIN	XXXXXXX	Vehicle	X'/E84/off-road vehicle/X1 xDrive35i/N55/AUT/US/left-hand drive/2014/04	
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!

[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#).



Necessary preliminary tasks: Disconnect battery negative lead Remove shift paddles for automatic transmission



Insert Torx screwdriver (T25) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 1.5 cm).

Increase pressure on spring leg (concealed) using Torx screwdriver (T25) 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 forwards.

Disconnect plug connections and remove
airbag

Installati

Connect plugs to connections of same colour
on airbag

REP-REP-RAE8732-3234030 Removing and installing/replacing airbag unit (sport steering wheel), VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	3'/E90/Sedan/325i/N52/AUT/ECE/left-hand drive/2010/06		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

32 34 030

Removing and installing/replacing airbag unit (sport steering wheel)

**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

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



Important!

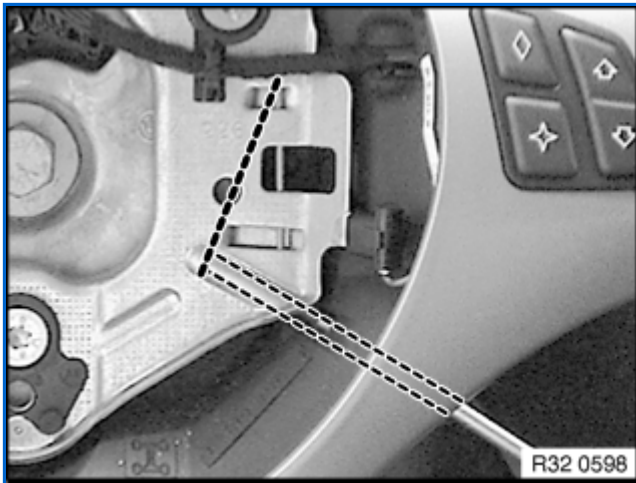
[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#).



Necessary preliminary tasks:

- Disconnect [battery negative lead](#)
- Remove shift paddles for automatic transmission



Insert Torx screwdriver (T25) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 1.5 cm).

Increase pressure on spring leg (concealed) using Torx screwdriver (T25) 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 forwards.

Disconnect plug connections and remove airbag unit.

Installation:

Connect plugs to connections of same colour on airbag unit.

REP-REP-RAE8332-3234030 Removing and installing / replacing airbag unit (sport steering wheel), VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	X'/E83/off-road vehicle/X3 3.0i/N52/AUT/US/left-hand drive/2008/05		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

32 34 030

Removing and installing / replacing airbag unit (sport steering wheel)

**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

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



Important!

[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#).

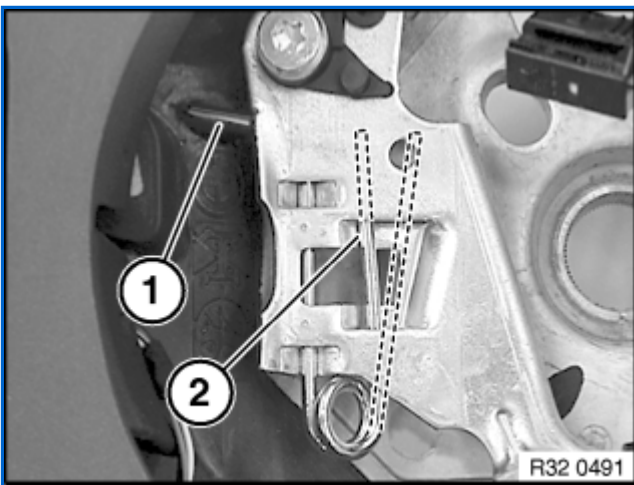


Necessary preliminary tasks:

- Disconnect [battery negative lead](#)



Insert Torx screwdriver (T30) horizontally into opening on reverse side of steering wheel up to stop (approx. 4.5 cm).



Increase pressure with Torx screwdriver T30 (1) on spring leg (2) until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

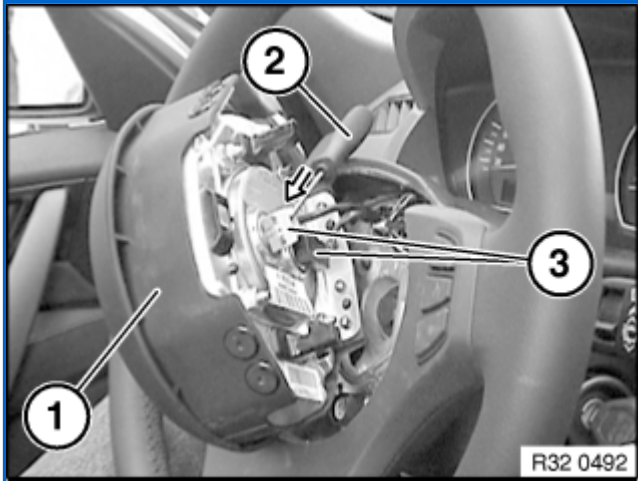
Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.

Warning!



Danger of injury!

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



Tilt airbag unit (1) slightly to one side.

Slide screwdriver (2) from front into both plug connections (3) until cover lifts off.

Disconnect plug connections (3).

Remove airbag unit (1).

Installation:

Connect plugs to connections of same colour on airbag unit.



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
Safety Recall 20V-017
BMW 1 Series, 3 Series X1 SAV, X3 SAV, X5 SAV and X6 SAC
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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

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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 every 2 weeks**, 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 : 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
 - 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

Defect Code: 00 32 06 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.

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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.
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