



## BMW - DANGEROUS GOODS (DG) PART RETURN PROGRAM

### What's New:

**UPDATE!** • Please read this Service Information bulletin in its entirety: the content has been completely updated.

### MODEL

All
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### SITUATION

The Warranty department together with Labelmaster® has established a process for shipping claim-related “return requested” parts which are classified as “Dangerous Goods” (DG).

### INFORMATION

#### Dangerous Goods (DG) Part Return Program

Through the use of Labelmaster's Dangerous Goods Information System (DGIS) and upon successful completion of their online DG certification class by one or more of your center employees, your center will then be licensed for compliant shipping of Dangerous Goods that are “return requested.”

Please refer to the Labelmaster® Tutorial located Knowledge Center for additional details and instructions at <https://labelmastersoftware.zendesk.com/hc/>

#### Dangerous Goods are defined as:

- Substances and articles that, when offered for transportation in commerce, pose an unreasonable risk to health, safety, property and the environment.
- Please refer to 49 CFR 172.101 at <http://ntl.bts.gov/DOCS/hmtg.html> for more information

#### Labelmaster® Dangerous Goods Information System (DGIS)

BMW has contracted with Labelmaster® (<https://www.labelmaster.com/>) to provide your center with a simple, single solution for compliant shipping of these Dangerous Goods.

This solution will provide online access to many functions, including:

- Training for use of the website
- Online links to purchase Department of Transportation (D.O.T.) certification courses
- Online links to purchase packaging and labeling supplies
- Current, routinely updated D.O.T. regulations
- Safety Data Sheets (SDS)
- Creation and retention of shippers' declarations

- Diagram of packages for proper labeling
- Document validation before shipment

The Labelmaster® user license subscription fee is \$200.00 per year. This subscription runs from “July 1 to June 30” regardless of the initial registration date of your subscription.

All centers that currently **do not** utilize their own D.O.T. approved system **MUST** license, have and use the Labelmaster® software to return Dangerous Goods to the facility location/instruction that displays in the “SHIP TO” box on the Warranty Part Tag.



**The Current List of Dangerous Goods (Hazmat) parts include (but are not limited to):**

- Airbags\* (Non-deployed)
- Seat belts and buckles with pre-tensioners (Non-deployed)
- Used fuel pumps (Gasoline)
- Used fuel delivery modules (Gasoline)
- Used fuel injectors (Gasoline)
- Used fuel tanks (Gasoline)
- BMW Garmin Portable Navigation units
- G12 (7 Series) Key Fobs
- Tire Pressure Monitor Wheel Modules

**Note\*:** Always verify the “return” shipping address or instruction that is listed in the “SHIP TO” box on the corresponding DCSnet generated Warranty Part Tag.

Labelmaster® now offers specific “Bill of Lading” (disclosure) templates which **ARE REQUIRED** to properly ship these “DG” items to the facility location/instruction that displays in the “SHIP TO” box on the Warranty Part Tag.

### Legal Requirements

There are certain legal requirements and procedures which must be fulfilled by your center in order to tender hazardous materials for transportation. These requirements include, but are not limited to:

- Each center must Purchase/Contract with an Emergency Response Information Provider (ERI).
- All hazardous materials shipping papers are required to include a telephone number where emergency responders can obtain product-specific information in the event of an incident during transportation. This number may connect directly to either the initial shipper/handler of the material or to a contracted Emergency Response Information Provider (ERI). The number must be that of a person who is either knowledgeable of the hazardous material and has comprehensive emergency response and incident mitigation information for that material, or has immediate access to a person who possesses such knowledge and information.
- The emergency response telephone number must be operational twenty-four (24) hours per day while the hazardous material(s) are in transit, including in-storage incidents that occur during transportation.
- There are a number of companies that are available and provide ERI services to the shipper (at a fee), including:

ChemTrec	+1 (800) 424-9300
ChemTel	+1 (888) 255-3924

InfoTrac	+1 (800) 535-5053
3E Company	+1 (800) 451-8346

### Non-Compliant “Dangerous Good” Shipments

**BMW is required by law to report the receipt of “non-compliant” Dangerous Good shipments to the D.O.T.**

**The Federal Hazardous Materials Transportation Law authorizes the PHMSA to assess a civil penalty of not less than \$250.00 or more than \$50,000.00 per violation, or the matter can be referred for criminal prosecution.**

## PROCEDURE

### How to sign up:

- To register for DGIS Software User Training or Hazardous Material Ground Certification, please contact Scott Brown at: [sbrown@labelmaster.com](mailto:sbrown@labelmaster.com).
- If you have already submitted documentations to participate, it is not necessary to resubmit.



**Note:** Bills of Lading will be generated and retained through the Labelmaster® website in the form of a PDF file, and will be accessible on-demand for the required two (2) year time frame.

### Requirements for Qualified Applicants

- Centers **must** have a D.O.T. certified shipper/receiver on staff.
- Certification may be obtained through completion of a D.O.T. approved training course. Once achieved, this certification is valid for a period of three (3) years. The course provided by Labelmaster as a part of the DGIS program is function specific to the automotive industry.
- Parts packaging and labeling must comply with U.S. D.O.T. regulations for the shipping and labeling of hazardous goods.
- The shipper is responsible to ensure utilization of the appropriate D.O.T. and carrier-approved hazmat documentation for the return shipment.

### Questions and Inquires

Any questions or concerns regarding this process may be directed to the Warranty Parts Return Center (WPRC) by:

- Opening an IDS Ticket under WPRC - Airbag Returns, or by
- Calling the WPRC Helpdesk at 610-365-3065

## WARRANTY INFORMATION

Please refer to [SI B01 13 17](#).

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