



TAKATA AIR BAG RECALL-RELATED SHORT-TERM ALTERNATE TRANSPORTATION AND CONSEQUENTIAL REPAIRS

This Service Information bulletin supersedes SI B01 31 18 dated **October 2018**

What's New:

- Three (3) additional Takata Air Bag Recall bulletins have been added

MODEL

E39 (5 Series including Sedan, Touring and M Models) Model Years 2000, 2001, 2002 and 2003	E46 (3 Series including Sedan, Coupe, Convertible, Touring and M Models) Model Years 2000, 2001, 2002, 2003, 2004, 2005 and 2006	E53 (X5) Model Year 2001, 2002 and 2003 with option codes SA0710 and SA0255	E70 (X5 including M Models) Model Years 2007, 2008, 2009, 2010, 2012 and 2013 with option codes SA0710 and SA0255
E71 (X6 including M Models) Model Years 2008, 2009, 2010, 2011, 2012, 2013 and 2014 with option codes SA0710 and SA0255	E72 (ActiveHybrid X6) Model Years 2010 and 2011	E82 (1 Series Coupe and M Coupe) Model Years 2008, 2009, 2010, 2011, 2012 and 2013 with option codes SA0710 and SA0255	E83 (X3) Model Years 2007, 2008, 2009 and 2010 with option codes SA0710 and SA0255
E84 (X1) Model Years 2012, 2013, 2014 and 2015 with option codes SA0710 and SA0255	E88 (1 Series Convertible) Model Years 2008, 2009, 2010, 2011, 2012 and 2013 with option codes SA0710 and SA0255	E90 (3 Series Sedan including M Models) Model Years 2006, 2007, 2008, 2009, 2010 and 2011 with option codes SA0710 and SA0255	E91 (3 Series Touring and Sports Wagon) Model Years 2006, 2007, 2008, 2009, 2010, 2011 and 2012
E92 (3 Series Coupe including M Models) Model Years 2007, 2008, 2009, 2010, 2011, 2012 and 2013 with option codes SA0710 and SA0255	E93 (3 Series Convertible including M Models) Model Years 2007, 2008, 2009, 2010, 2011, 2012 and 2013 with option codes SA0710 and SA0255		



INFORMATION

Issue One

The “replacement part supply demand” for Takata Air Bag Recall-related repairs has stabilized.

Accordingly, it is no longer necessary to provide the owners/operators of these Affected Vehicles with long-term rental cars when your center is performing an approved Takata Air Bag Recall repair.

This bulletin provides new a rental car policy and claiming procedure for the following Takata Air Bag Recall repairs:

[B65 15 13](#) (13V-172) Passengers Side Front Air Bag Module - E46 (3 Series)

[B65 17 14](#) (14V-428) Passenger Front Air Bag - E46 (3 Series)

[B65 11 15](#) (15V-318) Driver Front Air Bag – E39 E46 E53 (3 & 5 Series, X5)

[B65 18 15](#) (15V-628) Passengers Front Air Bag - I01 (i3)

[B65 14 16](#) (16V-071) Driver Front Air Bag – E70 E71 E72 (X5, X6)

[B65 15 16](#) (16V-071) Driver Front Air Bag – E83 (X3)

[B65 16 16](#) (16V-071) Driver Front Air Bag – E82 E88 E90 E91 E92 E93 (1 & 3 Series)

[B65 19 16](#) (16V-364) Passenger Front Air Bag – E70 E71 E72 (X5, X6)

[B65 22 16](#) (16V-683) Driver Front Air Bag – F15 F25 F26 (X3, X4, X6)

[B65 02 17](#) (17V-047) Driver Front Air Bag (Spare Parts) – E39 E46 E53 (3 & 5 Series, X5)

[B65 08 17](#) (17V-020) Passengers Front Air Bag - E70 E71 (X5, X6)

[B65 09 17](#) (16V-071) Driver Front Air Bag - E84 (X1)

[B65 02 18](#) (18V-030) Passengers Front Air Bag - E70 E71 (X5, X6)

[B65 01 19](#) (19V-016) Drivers Front Air Bag Module E84 (X1)

[B65 02 19](#) (19V-017) Passengers Front Air Bag Module E70 E71 E72 (X5, X6)

[B65 05 19](#) (19V-015) Drivers Front Air Bag Module Prior Parts Replacement E39 E53 (5 Series, X5)

Issue Two

Due to the age of some of the Takata Air Bag Recall Affected Vehicles, even though the proper repair methods are being followed and performed, additional unanticipated repairs maybe necessary as a direct result of performing Takata Air Bag Recall repair procedure.

This bulletin provides a new procedure for claiming consequential repairs related to the Takata Air Bag Recall.

PROCEDURE

For items A and B below, beginning with repair order/claim dates **on or after Monday, October 29, 2018**.

A. Takata Air Bag Recall Repairs - Alternate Transportation

Either provide the customer with a:

- AMP vehicle; or a
- Short-term rental car: Maximum of three (3) days with AAM Prior Authorization

Submit for the short-term rental car based on the allowances and as outlined in the Warranty Information section below.

B. Takata Air Bag Recall Repairs - Consequential Repairs

Claimable Items

When additional work and/or parts are required as a “direct result” of performing the Takata Air Bag Recall repair:

- Invoice and claim this additional consequential work separately as outlined in Warranty Information section; and
- Submit it as a request for AAM Field Authorization (FAS).

Pre-Existing Issues (Non-Claimable Items)

Upon an Affected Vehicle’s arrival to your workshop, do a preliminary vehicle walk around inspection (inside and out). Please be sure to identify and document **any and all existing vehicle issues** prior to performing the recall campaign. Your center should discuss these items with the customer and provide recommendations on “necessary” repairs.

This documentation will also help avoid these items from becoming a lengthy discussion point upon vehicle’s return to the customer.

It is also important to document any vehicle modifications, installation of accessories or components that attached to the vehicle and alter the original engineering and/or operating specifications or which results in damage to the other original vehicle components (electrical interference, electrical short, etc.).

Lastly, some Affected Vehicles will arrive at your center with a Supplemental Restraint System (SRS) air bag malfunction message displayed or light illuminated. While this is not reason for these recalls, the SRS malfunction may not be caused and/or be repaired by replacing the recalled air bag, additional air bag system diagnosis and repairs may be required.

Unless some other coverage is available and applies, these items would be customer pay. Please discuss and review these items with the customer prior to performing the Recall repair.

Should the customer decline his/her authorization to perform necessary repairs, please make a note of it on the repair order.

This Recall Campaign must always be completed, whether or not other faults/issues in the air bag system are diagnosed and/or repaired.

WARRANTY INFORMATION

A. Reimbursement for this **AAM Field Authorized (FAS) Takata Air Bag Recall Short-Term Rental Car expense** is via normal claim entry utilizing the following information:

Defect Code:	11009999TK	RENTAL REIMBURSEMENT - TAKATA AIRBAG PARTS SUPPLY
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And:

Sublet Code 3	Sublet at cost	Reimbursement for an alternate transportation vehicle through one of our preferred third-party rental car providers for a maximum of three (3) days
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Per the rental car allowances provided and outlined below. Be sure to also include the "Required Information for Claim Submission."

And/or:

B. In conjunction with performing a Takata Air Bag Recall repair, under a separate line item, reimbursement for **AAM Field Authorized (FAS) Consequential Repairs** is via normal claim entry utilizing the following information:

Defect Code:	85820201TK	Consequential Repair(s) due to Takata Campaign
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Claim the necessary BMW parts numbers and/or labor operations listed in the KSD2/AIR

Remember, reduce the claimed FRU allowances accordingly to address overlapping labor.

Please explain the reason for this consequential repair work (the why and what) on the repair order and in the claim comments section.

Alternating Transportation Options/Allowances

AMP Vehicles

Subject to availability and at the discretion of your center, provide the owner/operator of a Takata Air Bag Recall Affected Vehicle in a comparable AMP Vehicle Loaner.

Or:

Takata Short - Term Rental Car Procedure

For those customers that are provided a short-term car rental:

1. If a repair order (RO) is not already available, create one.
2. Ensure there is a line item or create one that clearly explains the reason why the Takata Air Bag Recall Affected Vehicle is out of service and the recall repair that will be needed to be performed.
3. Send a "Takata Air Bag Recall" titled (including the VIN) email to your AAM that includes a signed RO copy by the customer which contains the required information identified in item #2 above.
4. The AAM will review your center's email and approve or disapprove your request accordingly.
5. If the rental car is approved by return AAM email (see the next section below), after the rental car is delivered to customer, forward the:
 - AAM's VIN-specific car rental authorization email; and the
 - Customer signed copy of the repair order that was sent to the AAM; and a
 - Copy of the rental agreement to following BMW mailbox as attachments to Takata.airbagrentalcar@bmwna.com, Please ensure the vehicle's VIN (last seven) in the subject line of this email.

For these AAM approved car rentals, please provide the customer with a vehicle through one of our preferred third-party rental car providers (Hertz or Enterprise), BMW will reimburse the following:

BMW Rental Vehicles	• Up to \$64.00 a day; plus any
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	• Market surcharge (if applicable); plus the
	• CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus
	• Taxes
Non-BMW Rental Vehicles	• Up to \$44.00 a day ; plus any
	• Market surcharge (if applicable); plus the
	• CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus
	• Taxes

Invoice these allowable rental car expenses (Excluding fuel) as a separate line item on the repair order as outlined below.

Note: Aftersales Area Manager (AAM) "**Field Authorization**" is required for the rental car reimbursement claim submission and the claim comments must explain the situation and reference the your center's AAM email and the date it was sent.

Rental Vehicle Invoice - Required Information for Claim Submission

In addition to the Field Authorization (FAS), to be reimbursed for the above, your center must itemize the rental car invoice in the claim comments, please ensure that you always include the following information:

Rental Vehicle Invoice - Line items	Required Information to be provided
Brand of rental vehicle in use	BMW or Non-BMW Vehicle - Model year and description
Rental period	Total number of days
Market surcharge (If applicable)	Cost per day and the total amount
CDW* (Collision Damage Waiver)	Cost per day and the total amount
Taxes	Total amount

Other Optional Protection/Insurance Coverage

BMW will only reimburse the cost of the applicable Collision Damage Waiver (CDW)* protection that the rental vehicle agreement "signee" accepted.

***Note:** The Collision Damage Waiver (CDW), this may also be referred to as the Loss Damage Waiver (LDW) or the Physical Damage Waiver (PDW).

If your customer wants to obtain other optional protection or insurance coverage, for example:

- SLP/SLI/LIS (Supplemental Liability Protection or Insurance/Liability Insurance Supplement); and/or
- PAI (Personal Accident Insurance); and/or
- PEC (Personal Effects Coverage);

The cost of this optional coverage would be at the owner's/operator's expense.

Important Note

If the customer believes they have access to optional protection/insurance coverage that will apply to their loaner car or rental vehicle either through their credit card company and/or personal car insurance (including other drivers and/or total loss), please encourage them to verify if and what additional coverage is available to him or her.

And:

Important Warning: (1) Failure to properly follow this approval process will result in your center receiving a reduced or no reimbursement for these subsidized rental cars. (2) This program is separate from your normal loaner car program (AMP) and is specific to Takata Air Bag Recall Affected Vehicles.

Thank you for your continued cooperation and support.

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