



## SIB 65 23 19

2020-05-12

### RECALL 19V-851: DRIVER'S FRONT AIR BAG (NADI) INFLATOR

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 5) replaces SI B65 23 19 **dated April 2020**.

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

- Situation, Call Center hours of operation modified

## MODEL

E-Series	Model Description	Production Date
E46	3 Series Sedan	July 2, 1998 – January 5, 1999

## AFFECTED VEHICLES

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

## SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective December 4, 2019) on certain Model Year 1999 BMW 3 Series vehicles that were produced between July 1998 and January 1999. Please see attached Recall Notice and Q&A for further information.

This recall campaign involves vehicles equipped with the single-stage Takata Non Azide Driver Inflator (NADI). There are three separate recalls involving the NADI units.

Recall ID	SIB No.	Recall Description
19V-851	B65 23 19	Driver's Front Air Bag (NADI) Inflator -STOP DRIVE
19V-852	B65 24 19	Driver's Front Air Bag (NADI) Inflator
19V-853	B65 25 19	Driver's Front Air Bag (NADI) Inflator -Spare Parts

**Customers potentially affected by the STOP DRIVE recall will be instructed not to drive the vehicle until the repair is completed. The stop drive only pertains to the vehicles identified in this bulletin.**

If a customer calls in to schedule a repair, please redirect them to 1-800-805-9230 (9:30 – 6:00 CST Central Standard Time, Monday through Friday) to arrange for towing and to set up an appointment.

**The vehicles that are affected by the STOP DRIVE will be towed to BMW centers for repair.**

### **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**

The single-stage Takata Non-Azide Driver Inflator (NADI) may have been produced with an insufficient seal that could allow moisture to enter the inflator.

## **CORRECTION**

The current installed air bag must be inspected.

The serial number on the installed air bag must be compared to the serial number list in the procedure section to determine if it needs to be replaced.

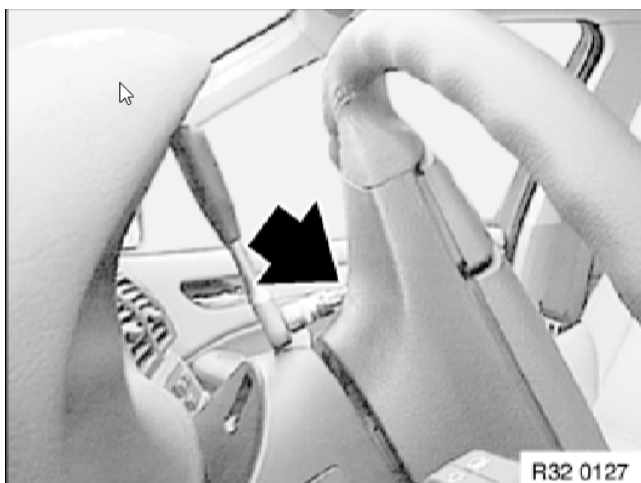
If the vehicle has a Category 1 or Category 2 air bag installed, then proceed with air bag gas generator replacement.

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

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

If a complete air bag assembly is required, **parts are not currently available.** Please contact BMW Customer Relations at 1-800-525-7417 for further support.

## **PROCEDURE**



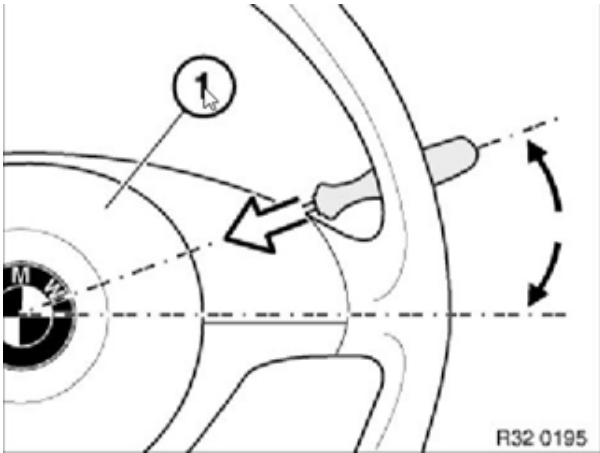
Follow all safety precautions when handling air bags.

Remove **Basic Drivers air bag** as per

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

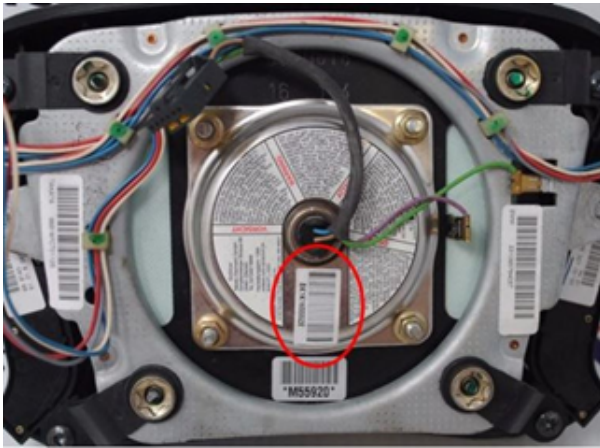
**OR**

Remove **Sports Drivers air bag** as per

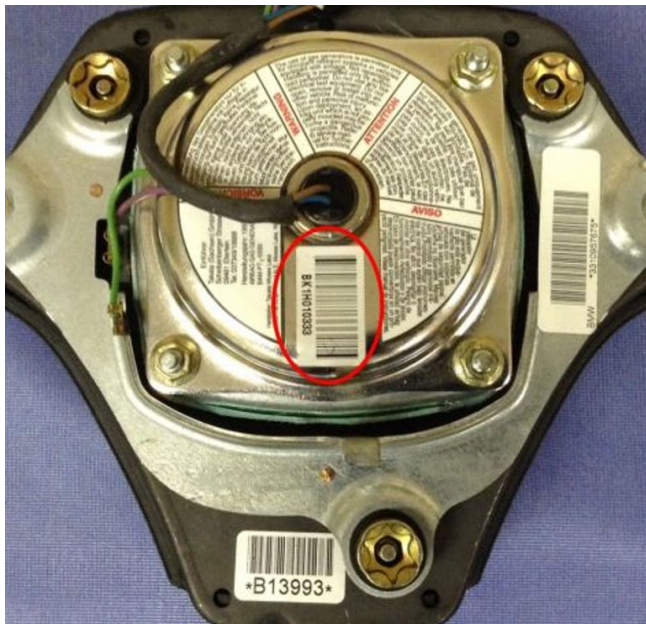


**REP 32 34 020** "Removing and installing/replacing the airbag unit (sports steering wheel, inserted airbag unit)"

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



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



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

Parts label (sample):



Digits 1-2 = Type of gas generator

Digit 3 = Production Line

Digit 4 = Production year

Digit 5-11\* = Serial #

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

Refer to the table below to see which category this air bag falls into. Descriptions of each category are shown below the table.

Digits 1-3	Digit 4	Digit 5-10	Repair Category
BKC	H	ALL	<b>Category 1</b> – Drivers air bag must be replaced; the vehicle cannot be driven until repaired.
BKC	J	Up to 059642	<b>Category 1</b> – Drivers air bag must be replaced; the vehicle cannot be driven until repaired.
BK1	H	ALL	<b>Category 2</b> – Drivers air bag must be replaced
BK1	J	ALL	<b>Category 2</b> – Drivers air bag must be replaced
BK1	K	Up to 088984	<b>Category 2</b> – Drivers air bag must be replaced
BKC	J	From 059659	<b>Category 2</b> – Drivers air bag must be replaced
BK1	K	From 088992	<b>Category 3</b> – Air bag is OK
BK1	L M N P Q R U V	ALL	<b>Category 3</b> – Air bag is OK
BK5	-	ALL	<b>Category 3</b> – Air bag is OK
BKV	-	ALL	<b>Category 3</b> – Air bag is OK

If the serial number is not legible or the driver airbag / gas-generator (not type BK) cannot be identified, submit a TSARA case for support. Title the TSARA case **NADI TAKATA RECALL 19V-851**.



Category	Part	Defect Code*	Steps
1	Air Bag Gas Generator	Final Repair: 00 32 97 02 00	<ul style="list-style-type: none"> <li>The serial number of the checked gas-generator AND the new gas-generator must both be stated on the repair order and in the comments section of the warranty claim.</li> <li>Refer to <a href="#">SI B65 03 20</a> for details on how to replace a gas generator.</li> <li>See the attached Checklist for gas generator replacement.</li> </ul>
	Complete Air Bag Assembly Needed	Temporary: 32 34 90 03 00	<ul style="list-style-type: none"> <li>Parts are not available</li> <li>The serial number of the checked gas-generator must be stated on the repair order and in the comments section of the warranty claim.</li> <li>Contact BMW Customer Relations at 1-800-525-7417 for further support</li> </ul>
Category	Part	Defect Code	Steps
2	Air Bag Gas Generator	Final Repair: 00 32 97 02 00	<ul style="list-style-type: none"> <li>The serial number of the checked gas-generator AND the new gas-generator must both be stated on the repair order and in the comments section of the warranty claim.</li> <li>Refer to <a href="#">SI B65 03 20</a> for details on how to replace a gas generator.</li> <li>See the attached Checklist for gas generator replacement.</li> </ul>
	Complete Air Bag Assembly Needed	Temporary: 32 34 90 03 00	<ul style="list-style-type: none"> <li>Parts are not available</li> <li>The serial number of the checked gas-generator must be stated on the repair order and in the comments section of the warranty claim.</li> <li>Contact BMW Customer Relations at 1-800-525-7417 for further support</li> </ul>
Category	Part	Defect Code	Steps
3	No part needed	Final Repair: 00 32 97 02 00	<ul style="list-style-type: none"> <li><u>The air bag is OK</u> and it can be reinstalled.</li> <li>The serial number of the checked gas-generator must be stated on the repair order and in the comments section of the warranty claim.</li> </ul>

\* It is very important to claim on the correct defect code so we know which vehicles still need a part when parts become available.

## **PARTS INFORMATION**

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

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

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

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
32 30 5 A1B D99	Gas Generator repair kit	1
TBD	Air Bag	1 (if required)

## **PARTS RETENTION AND RETURN**

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

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

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

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

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

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

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

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

[Scfieldaction.14305@xpo.com](mailto:Scfieldaction.14305@xpo.com)



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

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly).

## WARRANTY INFORMATION

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

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

### Category 1 and 2 vehicles - Inspect the air bag and the gas generator is replaced (Recall can be CLOSED)

<b>Defect Code:</b>	<b>0032970200</b>	<b>E46 Driver's airbag (NADI - part I)</b>	
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 68 976	Checking the driver's airbag and <b>replacing the gas generator</b> (category 1 and 2) (Plus work)	7 FRU
Or:			
# 2	00 68 358	Checking the driver's airbag and <b>replacing the gas generator</b> (category 1 and 2) (Main work)	8 FRU

### Category 3 vehicles - Inspection the air bag ONLY, no replacement is required (Recall can be CLOSED)

<b>Defect Code:</b>	<b>0032970200</b>	<b>E46 Driver's airbag (NADI - part I)</b>	
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 3	00 68 812	Only checking the driver's airbag, airbag is OK (category 3), no replacement is necessary (Plus work)	3 FRU
Or:			
# 4	00 68 228	Only checking the driver's airbag, airbag is OK (category 3), no replacement is necessary (Main work)	5 FRU

**Category 1 and 2 vehicles – The gas generator repair cannot be performed, future air bag module replacement is required (Recall remains OPEN)**

Defect Code:	3234900300	<b>E46 Driver's airbag NADI - test result</b>	
Work Pkg	Labor Operation	Description	Labor Allowance
# 5	00 68 810	Check, <b>the necessary gas generator repair cannot be performed, future driver's airbag module replacement required</b> (category 1) (Plus work)	3 FRU
Or:			
# 6	00 68 811	Check, <b>the necessary gas generator repair cannot be performed, replace the driver's airbag module</b> (category 2) (Plus work)	3 FRU
Or:			
# 7	00 68 226	Check, <b>the necessary gas generator repair cannot be performed, future driver's airbag module replacement required</b> (category 1) (Main work)	5 FRU
Or:			
# 8	00 68 227	Check, <b>the necessary gas generator repair cannot be performed, replace the driver's airbag module</b> (category 2) (Main work)	5 FRU

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

### Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B65 23 19 WP 1), unless otherwise required by State law.

### 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 B65 23 19 Checklist.pdf](#)

[picture\\_as\\_pdf B652319 Parts\\_Bulk\\_Ship\\_Return.pdf](#)

[picture\\_as\\_pdf B652319 Recall Notice.pdf](#)

[picture\\_as\\_pdf B65 23 19\\_19V-851\\_E46 DAB QA\\_17Apr2020.pdf](#)



[picture\\_as\\_pdf B652319 Parts\\_Return\\_Program\\_Instructions.pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 19V-851: Driver's Front Air Bag (NADI) Inflator – B65 23 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective December 4, 2019) on certain Model Year 1999 BMW 3 Series vehicles that were produced between July 1998 and January 1999.

**Customers potentially affected by this recall will be instructed not to drive the vehicle until the repair is completed. The stop drive only pertains to the vehicles identified in bulletin B65 23 19.**

**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 E46**

### **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

### **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
- The Repair Order must be signed by both the 1st and 2<sup>nd</sup> Technician. Two technicians are required for the 4 eyes inspections.

### **Working Position:**

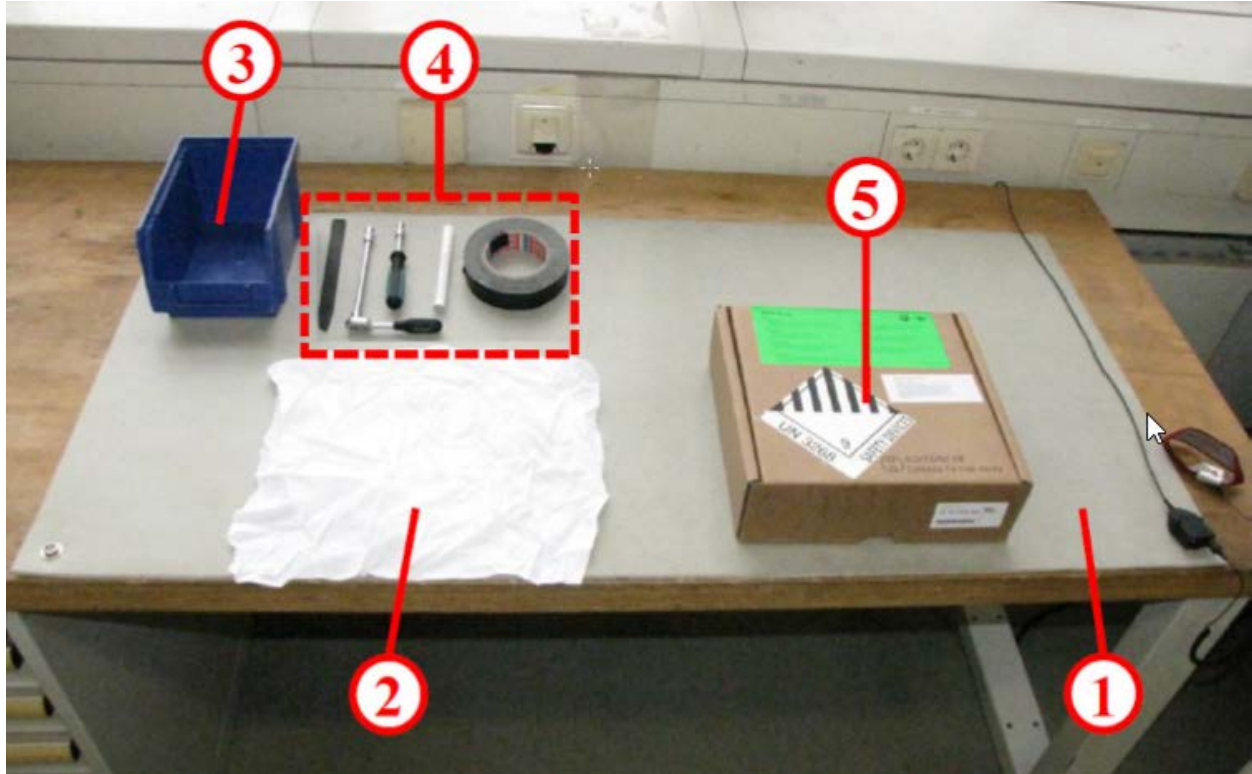
- Whenever possible do not place your body above the Air Bag

### **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 & Air Bag that is not closed up when tightening the nuts



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 air bag 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)
- Duct tape (.25 mm wide)

### **PROCEDURE:**

Remove Air Bag from the vehicle;

- Remove Basic Drivers air bag as per REP 32 34 020 “Removing and installing/replacing air bag unit”
- Remove Sports Drivers air bag as per REP 32 34 020 “Removing and installing/replacing the air bag unit (sports steering wheel, inserted air bag unit)”

- Place air bag unit face down on the soft work surface
- Write serial number of the original Air Bag unit on the work order
- Primary mechanic must place ground strap on their wrist



*NOTE: – Picture above is an example and may not exactly match your Generator / air bag.*

- Cover the connections on the old Generator with duct tape (1) so the contacts cannot be touched.
- Mark orientation (2) of the Generator in the Air Bag with the felt tip marker.
- Mark all four nuts (3) with the felt tip marker (to avoid mix up of old/new parts)
- Mark a large cross (4) with the felt tip marker (to avoid mix up of old/new parts)
- 2<sup>nd</sup> Technician should hold air bag steady for 1<sup>st</sup> Technician. 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.
- Remove the new Generator from the packaging.
- Position the new Generator in the same orientation as the original.
- Mark orientation (2) of the new Generator to match the original Generator markings with a felt tip marker.
- Turn air bag over and gently wiggle the Generator to remove from the air bag.
- A plastic bone tool may be used to apply gentle pressure during removal.

**ATTENTION: Do not use hard, sharp tools!**



*NOTE: – Picture above is an example and may not exactly match your air bag*

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

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

- 1st Technician should perform a visual inspection of the air bag cavity for foreign objects.
- 2nd Technician should perform a visual inspection of the air bag cavity for foreign objects.

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



Insert the original gas generator into the new parts packaging for return.

Immediately after the visual inspection of the air bag cavity the new Generator should be installed into the Air Bag.

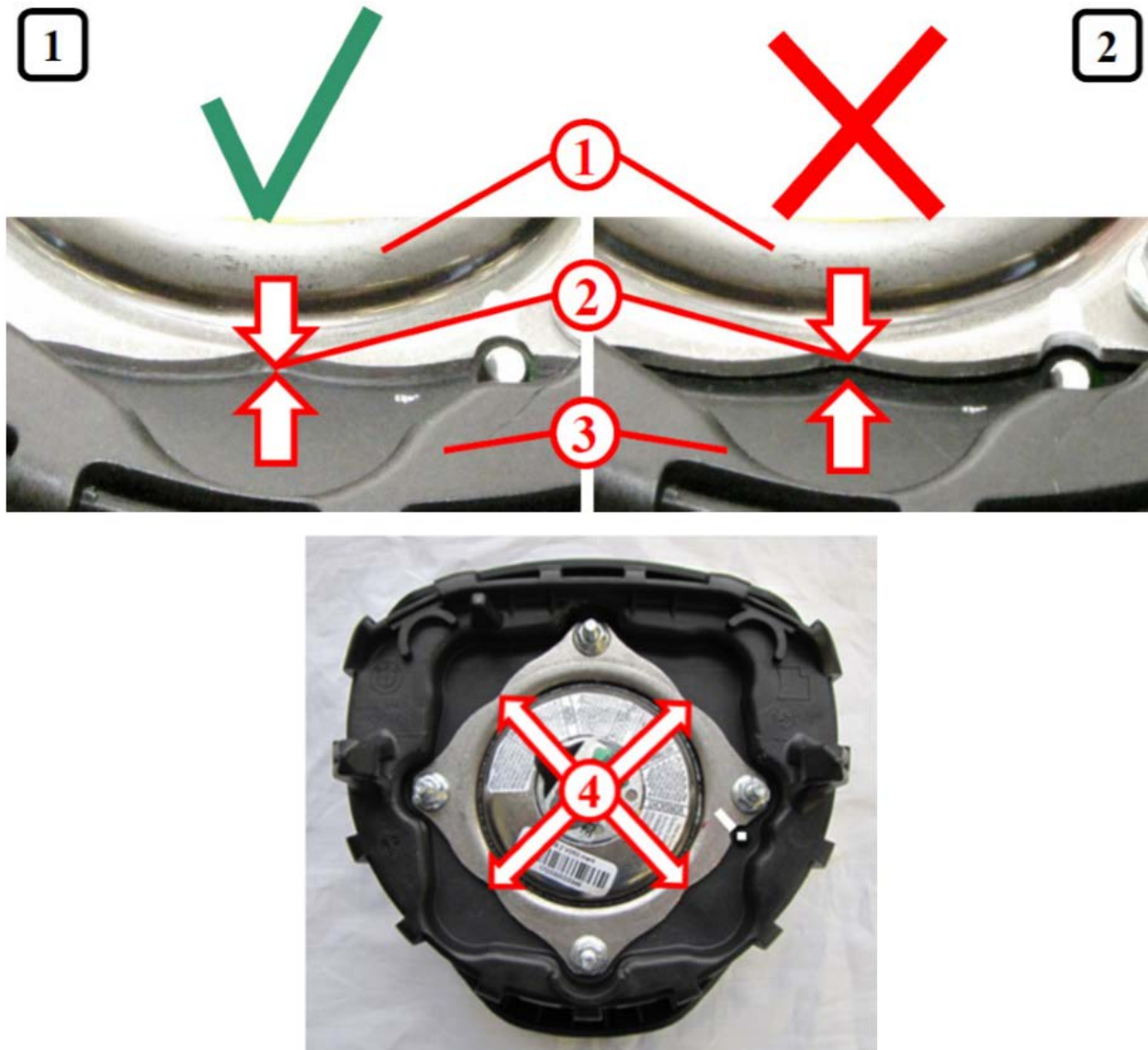


*NOTE: – Picture above is an example and may not exactly match your Generator / air bag.*

2<sup>nd</sup> Technician should hold air bag steady for 1<sup>st</sup> 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).

**Torque nuts in sequence (1,2,3,4,) to 5 Nm**



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).

Picture (1) shows a correctly installed Generator

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

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

- 1st Technician should perform a visual inspection of the air bag cavity for foreign objects.
- 2nd Technician should perform a visual inspection of the air bag cavity for foreign objects.

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

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

Install the Air Bag into the vehicle

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

Seal packaging with the original gas generator and prepare for shipment back to Takata.

**Driver's Front Air Bag Inflator (NADI)**  
**Model Year 1999 BMW 3 Series**  
**Safety Recall 19V-851**  
***Date Issued: 4/17/2019***

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

Certain Model Year 1999 BMW 3 Series Sedans (323i, 328i) (E46), produced from July 1998 through January 1999 are potentially affected.

**Q2. Which inflator is affected?**

This recall campaign involves vehicles equipped with the single-stage Takata Non Azide Driver Inflator (NADI).

**Q3. What is the specific concern?**

A population of NADI inflators manufactured prior to March 15, 1999 may have been produced with an insufficient seal which could allow moisture to enter the inflator.

**Q4. What can happen as a result of this issue?**

In a crash where the driver air bag deploys, it may not deploy with sufficient restraint capability which could increase the risk of injury. It is also possible that the air bag housing may explode and could cause metal fragments to pass through the air bag cushion material, which may result in injury or death to the driver and/or other vehicle occupants.

**Q5. Can I continue to drive my vehicle?**

No. Potentially affected vehicles are not to be driven. If you are not the only driver of this vehicle, please advise all other drivers of this important information. Please call 1-800-805-9230 so we can help arrange for the vehicle to be repaired.

**Q6. Why are other BMW models not included?**

Other vehicles have driver front air bags that were produced with different inflators.

**Q7. What is the fix?**

The inflator will be inspected and if necessary, replaced.

**Q8. How will I be notified of this recall?**

Initial letters were sent out in December 2019 via First Class mail, advising customers of this recall. Follow-up letters asking vehicle owners to schedule their vehicle for repair will start to be mailed in May 2020. 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.

**Q9. Do I have to wait for my letter in order to have my vehicle repaired?**

No. Please call 1-800-805-9230 so we can help arrange for the vehicle to be repaired.

**Q10. 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.

**Q11. How did BMW become aware of this issue?**

BMW became aware of this issue through its quality control procedures.

**Driver's Front Air Bag Inflator (NADI)**  
**Model Year 1999 BMW 3 Series**  
**Safety Recall 19V-851**  
***Date Issued: 4/17/2019***

**Q12. 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 enter your vehicle identification number (VIN) at [www.bmwusa.com/recall](http://www.bmwusa.com/recall) and download a sample owner notification letter and Q&A if your VIN is affected. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

**Q13. What if I am not the current owner of this vehicle?**

If you changed your address or sold the vehicle, you can let us know by visiting <http://www.bmwusa.com/mybmw> or by contacting BMW Customer Relations.

**Q14. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver's front air bag module?**

In this particular recall, reimbursement is likely not applicable, as you would typically have replaced your driver front air bag module as a result of an accident. In that situation, most likely your insurance company paid for the repair. However, in the very unusual (unlikely) scenario that you previously paid to replace the front air bag module "out-of-pocket" upon learning of this possible defect, you may be eligible for reimbursement. Additional information is provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

# BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

**NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.**

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once a week**, for shipping instructions:

- Dealers in Puerto Rico, please contact: [Juan.Armstrong@craneww.com](mailto:Juan.Armstrong@craneww.com)
- Dealers in the Hawaiian Islands, please contact: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)
  - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : [SCTakataRestrains\\_International@xpo.com](mailto: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 **Every Other week** to schedule **BULK** and **SINGLE** recall airbag component shipments.
  - o **Email:** [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)
  - o **Phone:** 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
  - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
  - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the instructions provided by Takata.

## 2. Stacking:

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

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



## 3. Labeling:

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

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

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



## 4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)



Defect Code: 00 32 97 02 00

Safety Device Return Procedure for Airbag Recall

# **\*\*ATTENTION\*\***

**DO NOT** USE THE “1.4 LABEL” **AND DO NOT** FOLLOW ANY INSTRUCTIONS FOUND INSIDE THE REPLACEMENT AIRBAG MODULE'S BOX.

**DISREGARD** THOSE INSTRUCTIONS AND DO NOT RELABEL THE ORIGINAL BOX THAT WILL NOW BE USED FOR RETURNING THE RECALLED AIRBAG.

## **IMPORTANT**

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation (“DOT”) will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer's (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

## CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the module must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

**IMPORTANT:** Do not deploy the safety device. The person packing the used safety device must read and follow the provided instructions.

- Dealers must contact Takata/XPO **Every Other Week** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
  - Email: [scfieldaction.14305@xpo.com](mailto:scfieldaction.14305@xpo.com)
  - Phone: 210-250-5079

**NOTE:** 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, **Every Other Week**, for shipping instructions:

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

For any other questions or concerns, please contact the WPRC: [AirbagReturns@bmwna.com](mailto:AirbagReturns@bmwna.com)