



SIB 65 01 20

2020-03-06

RECALL CAMPAIGN 20V-018: REPLACE PASSENGER'S FRONT AIR BAG MODULE

This Service Information Bulletin (Revision 1) replaces SI B65 01 20 **dated January 2020**.

What's New (Specific text highlighted):

- Situation
- Procedure
- Warranty Information

MODEL

E-Series	Model Description	Model Years	Production Dates
E46	3 Series	2000 to 2006	February 25, 1999 – August 28, 2006

AFFECTED VEHICLES

This Recall Campaign involves E46 (3 Series) Vehicles, Model Years from 2000 to 2006, that were included in an earlier Takata recall and received an interim remedy.

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 2000 - 2006 BMW vehicles that were produced between February 25, 1999 and August 28, 2006.

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.

OTHER AIR BAG-RELATED FAULTS AND REPAIRS

This Recall applies to an operational passenger'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 passenger's front air bag module will not correct the other fault code(s).

CAUSE

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture.

CORRECTION

Replace the passenger's front air bag module.

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PROCEDURE

Make sure to note on the repair order any observed damage to the interior of the vehicle prior to any repair.

See Repair Instructions **REP 72 12 000**, “**Remove and refit/replace the air bag unit**”, or follow the attached repair procedure.

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

The replacement air bag module’s serial number must be documented on the repair order so it can also be entered into the claim’s comment section.

- The serial number is identified below by the red box (1).
- The last 7 digits of the part number is identified below by the green box (2).



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.

PARTS INFORMATION

Please monitor the Parts Matrix and DCS messages for the parts ordering procedure

Only use and invoice the part numbers below that apply.

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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
72 12 6 998 949	Passenger's front air bag module (final remedy part)	1
51 45 8 146 760	Retaining element	1
07 11 9 905 374	M8 self-locking collar nut	2

The nuts and fasteners may already be in stock at your center, so please only include these parts in your order when they are needed.

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. 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:

	0072110200	
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Defect Code		
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The vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 885	Replacing airbag module front-seat passenger	5 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 68 286	Replacing airbag module front-seat passenger	6 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 01 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)

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

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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
65 99 000	Additional labor allowance to perform off-site repair through Mobile Assistance	# FRU*

*Labor Calculation Example

If the special flat rate labor for the Takata Air Bag Recall has a stated allowance of 6 FRU, applying the rate of 150 percent, this repair will be reimbursed at a total of 9 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 65 99 000 is not considered a Main labor operation.

Supporting Materials

[picture as pdf B650120 Recall Notice.pdf](#)

[picture as pdf B650120 20V-018 Customer Letter.pdf](#)

[picture as pdf B650120 Parts Return Program Instructions.pdf](#)

[picture as pdf B650120 Parts Bulk Ship Return.pdf](#)

[picture as pdf B650120 20V-018 E46 PAB QA 14Jan2020.pdf](#)

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[picture as pdf B650120_Repair_Instruction.pdf](#)

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SAFETY RECALL NOTICE

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

RE: Recall 20V-018: Replace Passenger's Front Air Bag Module – B65 01 20

BMW AG is conducting a Voluntary Safety Recall (effective January 16, 2020) on certain Model Year 2000 - 2006 BMW vehicles that were produced between February 25, 1999 and August 28, 2006.

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.

BMW**IMPORTANT SAFETY RECALL – Final Remedy Available**

**This notice applies to your vehicle, [INSERT VIN]
Recall Campaign No. 20V-018: Passenger'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 2000-2006 BMW 3 Series vehicles.

Why are we contacting you?

Our records indicate that your vehicle may have had an interim ("like-for-like") passenger's air bag module repair performed under a previous air bag recall before 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 passenger's air bag, excessive internal pressure could cause the air bag to explode, resulting in metal fragments striking the passenger or other occupants 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 passenger'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 three hours.

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 completing 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

**Passenger Front Air Bag Module
Safety Recall 20V-018
BMW 3 Series
Model Year 2000-2006
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>
E46	3 Series	2000-2006	February 1999-August 2006

Q2. Which inflator is affected?

This recall is for vehicles which have already had the Takata PSPI passenger 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 passenger 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 passenger front air bag module 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.

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?

**Passenger Front Air Bag Module
Safety Recall 20V-018
BMW 3 Series
Model Year 2000-2006
Initial: 1/14/2020**

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 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:

UPDATE! Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.

- **Email:** SCFieldAction.14305@xpo.com
- **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.
 - If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
 - 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.

- Class 9 Label
- UN3268 Safety Device *
- 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 72 11 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.

B65 15 13 :13V-172 - E46 Passenger's Air Bag Module

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.
 - Email: 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, **once every 2 weeks**, for shipping instructions:

- **UPDATE!** Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
- **UPDATE!** Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- **UPDATE!** 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

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

PROCEDURE



Note:

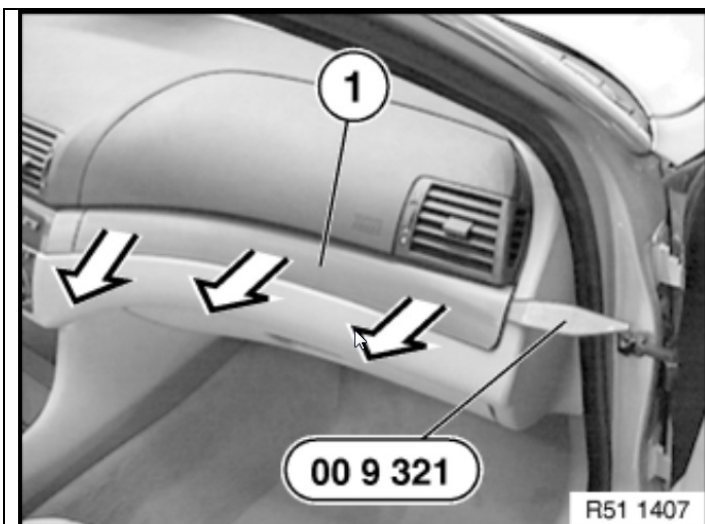
Make a note of the new airbag module serial number prior to installation. The serial number for the new airbag module must be entered in the comment box in the warranty application. Ensure that you enter the serial number without any blank spaces. Otherwise, it is not possible to uniquely assign the number.

REP 72 12 000: Removing and replacing airbag module on passenger's side

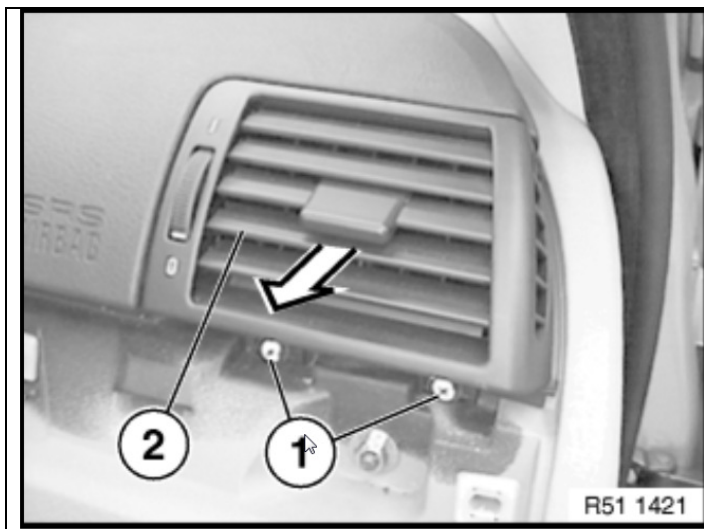
Warning!

Necessary preliminary tasks:

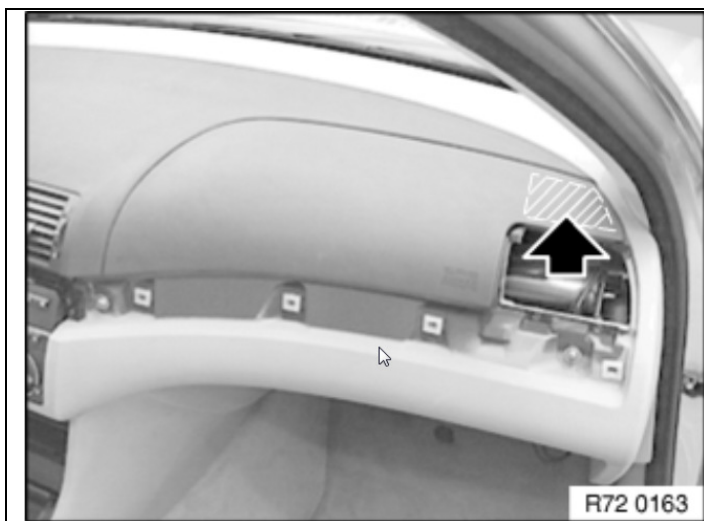
- We cannot rule out that the retaining straps of the airbag lid have been damaged by airbag deployment. Note before repair if there is any damage.
- We cannot guarantee correct function of the retaining straps when reusing a possibly damaged airbag lid. Inspect the lid before repair.



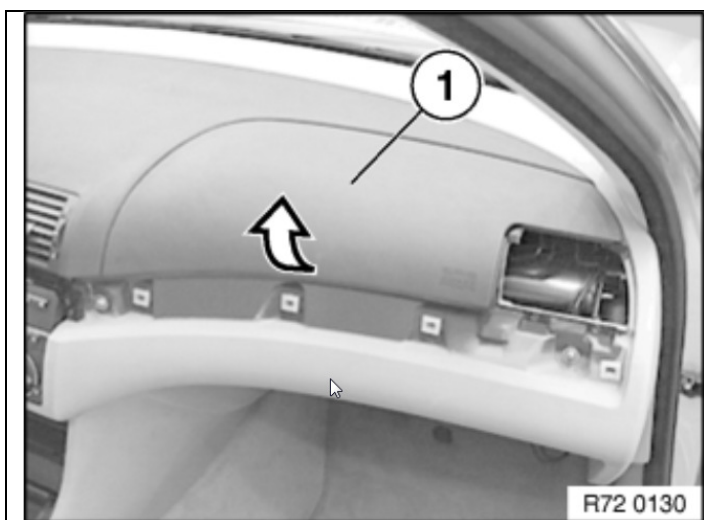
- Insert special tool 00 9 321 at the side and with the second special tool 00 9 321 next to the retaining pin.
- Unclip the decorative strip (1).



- Loosen the screws (1).
- Withdraw the fresh air grill (2) in the direction of the arrow.



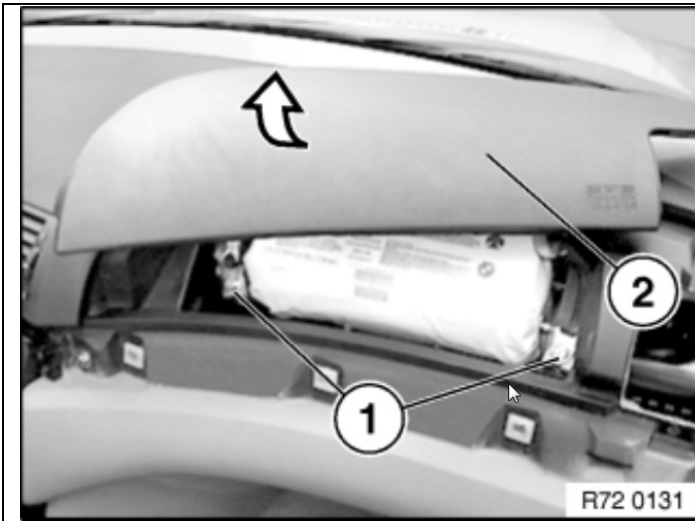
- Position of the retaining clip of the front passenger's airbag cover



- Lever out the front passenger's airbag cover (1).

Note:

The retaining clip remains in the dashboard when removing the cover.

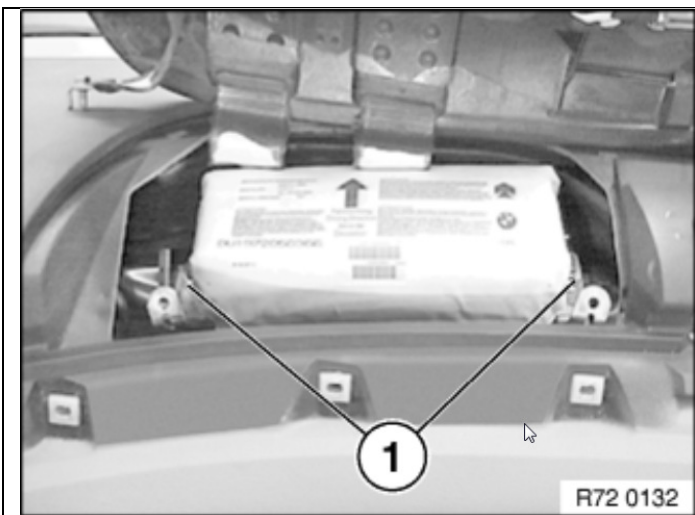


- Undo the screws (1) and place the front passenger's airbag cover (2) on top.

Install

- Tightening torque for the retaining straps for the cover, passenger's airbag module on the instrument panel carrier: 9 Nm

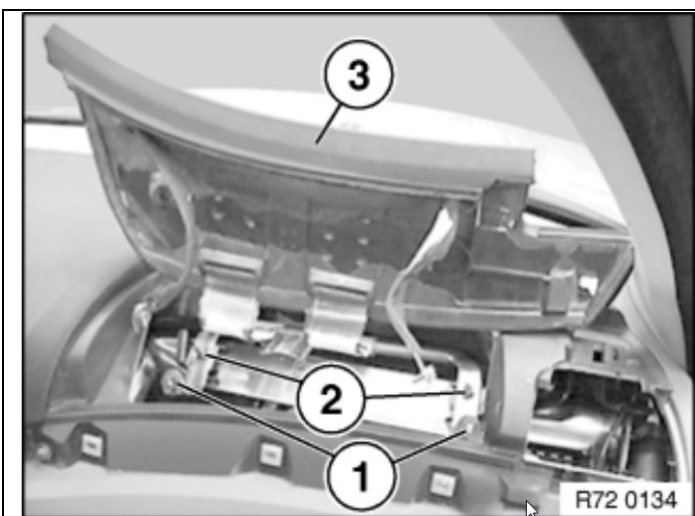
Main work:



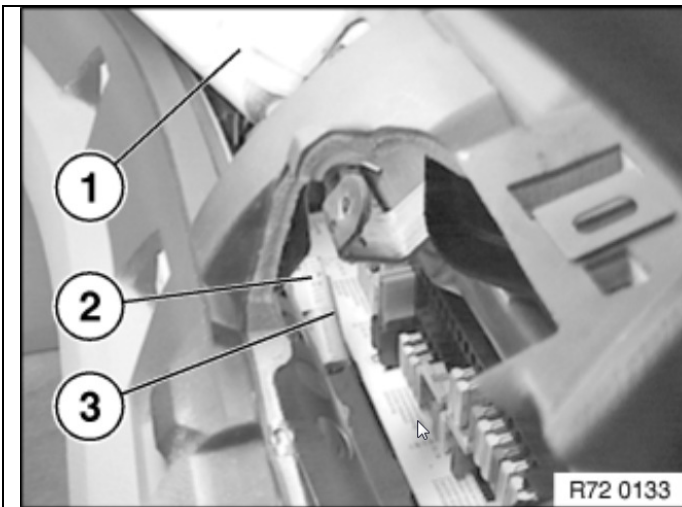
- Undo the screws (1) at the front passenger's airbag module.

Install

- Tightening torque for the passenger's airbag module on the instrument panel carrier: M8 nut, 22 Nm



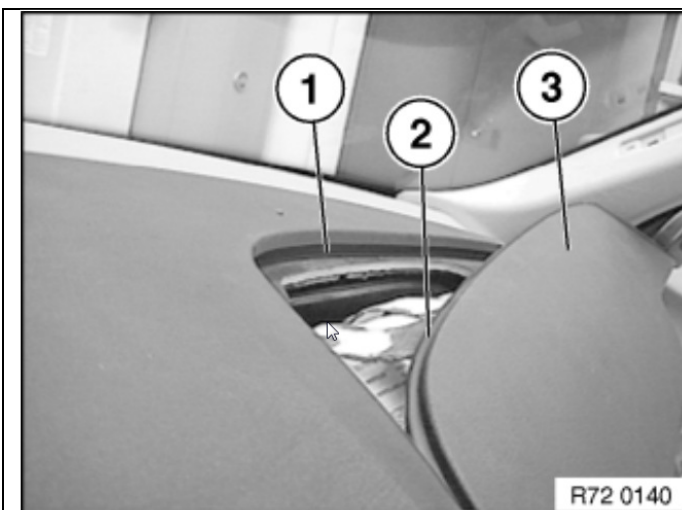
- Pull off the retaining tube (1) from the stud bolt (2) and completely remove the cover (3).
- Remove and replace the passenger's side airbag module.

**Note:**

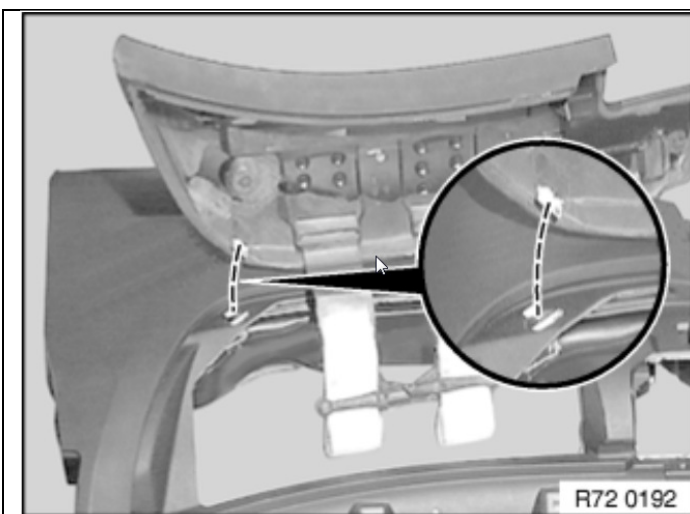
Do not tension the cable when removing the front passenger's airbag module (1)!

When lift front passenger's airbag module (1) and move sideways:

- Open the lock by pressing on the tab (2).
- Disconnect the plug connection (3).
- Remove the front passenger's airbag module (1).

Follow up work:**Installation note:**

The front passenger's airbag cover (3) must engage into the all-round groove (1) of the dashboard with the lug (2).

**Installation note:**

The additional retaining lug at the front passenger's airbag cover must engage in the retaining clip of the dashboard trim panel.

Final work after installing the new module:

- Reinstall the wood trim.
- Reconnect the battery.
- Check faults and the airbag light.