

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Important Alternate Transportation Update: Airbag Safety Recalls
Date: Monday, July 25, 2016 10:54:57 AM

Publish Date: July 25, 2016
From: Warranty
Expiration Date: August 08, 2016

DCSnet Message
Important



Subject: **Important Alternate Transportation Update: Airbag Safety Recalls**

Effective immediately – Alternate Transportation Request Update

BMW is pleased to report that limited parts are now becoming available for Airbag Related Recalls.

However, we realize that in certain situations you may receive customer requests for alternate transportation. When a customer requests alternate transportation for Safety Recall 16V-XXX or 15V-318, please follow one of the scenarios listed below:

- Currently in alternate transportation – parts are available or:
- Customer requests alternate transportation - check for part availability

Please send an email to:

Takata.airbagrentalcar@bmwna.com with a completed Takata Airbag “Recalled Vehicle” Assessment Form for review. A representative will respond to your e-mail with instructions on how to proceed.

Important Note:

As with any repair, every effort should be made to schedule the customer’s service visit when the parts are at your center. If alternate transportation is requested, please follow the established alternate transportation process.

The client will have five (5) days after the Air Bag Recall repair (completion) date to pick up their vehicle. After five days, any additional time in the rental car vehicle will be at the client’s expense.

SI B01 23 14 will be updated soon with these changes.

Customer Escalation Situation

If you have an escalated customer situation concerning airbag replacement, please send an e-mail to Interimrepair@BMWUSA.com for review.

Best regards,

Jim Goldsmith

Department Head - Warranties

George Joseph

Manager – Warranty Planning

Attachments: [B011616 TK Recalled Vehicle Assessment\[81784a46\].pdf](#)
 [B011616 TK Recalled Vehicle Assessment\[81784a46\].pdf](#)

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, Service, Warranty Administrator
BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, Service, Service Manager
BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, Service, Service Advisor
BMW Passenger Cars, CC-AfterSalesAreaManagers

SI B01 16 16: Takata Airbag “Recalled Vehicle” Assessment Form

Please Provide the Following Information

Date: _____

Center Number: _____ **Center Name:** _____

Center Contact – Name: _____

Center Contact Phone Number: _____

Center Contact email: _____

BMW Client’s Name: _____

Client’s BMW VIN (Last Seven): _____ **Model Year:** _____

BMW Model : _____ **Current Mileage:** _____

Select or Circle "Only One" Item in Each Line Below that Applies

Takata Airbag Recall Number: 13V-172 14V- 428 15V-318 16V-071

Alternate Transportation Currently Provided : AMP Rental (BMW) Rental (Non-BMW)

Condition of this Recalled BMW Vehicle: Excellent Very Good Good Fair

Additional Comments* - Vehicle Condition (Very Good and below, please explain in detail)

* Including any information about BMW approved accessories, modifications and/or aftermarket equipment installed on the vehicle.

For additional Recall-related information, for: 13V – 172/(SI B65 15 13), 14V – 428/(SI B65 17 14), 15V – 318/(SI B65 14 14) and (SI B65 11 15), 16V – 071/(SI B65 04 16).

Please include this completed form with the email being sent to Takata.airbagrentalcar@bmwna.com