

**Media Information**

May 4, 2023

**BMW announces Do Not Drive order for older vehicles with Takata Airbags that have not been brought into Retailers by owners and are yet to be repaired.**

- About 38,000 vehicles between model-years 2000 and 2006 already under recall.
- These vehicles remain unrepaired despite intense customer outreach efforts since 2016.
- Owners of these vehicles should have them brought into their local BMW Retailer immediately.
- Customers of these vehicles are asked to enter their VIN at:  
<https://www.bmw.ca/en/ssl/VehicleRecall.html>

**Richmond Hill, ON.** In the interest of customer safety, BMW Group Canada has pro-actively issued an immediate **Do Not Drive** order for approximately 38,000 2000-2006 BMW 3 Series (E46) including M3, 2001-2003 5 Series (E39) including M5, and 2001-2004 X5s (E53) equipped with certain driver's front airbag inflators manufactured by Takata. These specific vehicles have already been included in several Takata-related recalls. However, despite intense customer outreach efforts by BMW since 2016, these vehicles have not been brought into a BMW Retailer by their owners and remain unrepaired. Owners of affected vehicles that have not had them inspected and repaired should not consider them safe to drive due to the potentially faulty Takata airbag inflator. BMW would like to remind owners that recall repair work is carried out at no cost to the vehicle owners. Owners who have already brought in their affected vehicle for this repair can consider this matter resolved and continue driving.



As the airbag inflators continue to age, the risk of serious injury or death increases. Therefore, to reemphasize the seriousness of the situation, the decision was made to escalate the recall to a **Do Not Drive** order.

Notification letters about the new Do Not Drive order will be sent to owners of these vehicles starting in June.

These vehicles were manufactured with airbag inflators that contain a propellant that breaks down after long-term exposure to temperature fluctuations and humidity. If the vehicle is involved in a crash and the driver's airbag deploys, the metal airbag inflator can rupture, sending shrapnel towards the occupants. As these unrepaired vehicles continue to age, the chemicals will continue to degrade, increasing the odds of a rupture.

Since the recall was first announced, BMW has aggressively and continuously engaged in a wide variety of customer outreach campaigns to compel owners of these vehicles to have this critical safety repair completed – at absolutely no charge – as soon as possible. These have included contacts by phone, email, letters, and online campaigns. BMW has also coordinated with its dealer network and certified collision repair centres to identify affected vehicles and facilitate repairs.

There are no restrictions whatsoever preventing customers from having the airbag in their vehicle checked and replaced immediately. The parts are available, and the repair costs them nothing. In some areas, the recall work may be done remotely – technicians can be sent where the vehicle is located to complete the repair on site. If remote repair cannot be done, the vehicle can be picked up at the customer's home or office free of charge and repaired. Typically, the airbag recall takes less than an hour to complete.

To learn if their vehicle requires repair, owners may:

- Visit <https://www.bmw.ca/en/ssl/VehicleRecall.html>
- Contact their preferred or local BMW Retailer
  - For help finding a Retailer, customers can use the [Retailer Locator](#) on



[www.BMW.ca](http://www.BMW.ca).

- Call BMW Customer Relations Recall Services at 1-855-217-3002

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**BMW Group in Canada**

BMW Group Canada, based in Richmond Hill, Ontario, is a wholly-owned subsidiary of BMW AG and is responsible for the distribution of BMW luxury performance automobiles, Sports Activity Vehicles, Motorcycles, and MINI. BMW Group Financial Services Canada is a division of BMW Group Canada and offers retail financing and leasing programs and protection products on new and pre-owned BMW and MINI automobiles, as well as retail financing for new and pre-owned BMW Motorcycles. A total network of 50 BMW automobile retail centres, 21 BMW motorcycle retailers, and 31 MINI retailers represents the BMW Group across the country.

**For more information, please contact:**

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