

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Recall 16V-XXX: E7x Replace Front Driveshaft
Date: Friday, May 13, 2016 4:39:47 PM

Publish Date: May 13, 2016
From: Technical Service
Expiration Date: May 27, 2016

DCSnet Message
Urgent



Subject: Recall 16V-XXX: E7x Replace Front Driveshaft

BMW AG is conducting a Voluntary Safety Recall on E70, E71, and E72 Model Year 2011, involving the front driveshaft. Approximately 21,000 vehicles may be affected.

Please refer to attached Service Information bulletin B26 02 16 for further information.

Please be reminded that it is a violation of Federal law for you to sell, lease or deliver any vehicle covered by this notification until the delivery stop repair has been performed. This means that centers may not legally deliver new motor vehicles to a consumer until it is fixed or use/sell replacement equipment/parts subject to a delivery stop. Note also that substantial civil penalties apply to violations of this law.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a delivery stop until the repair is completed.

Sincerely yours,

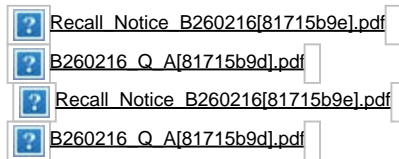
Technical Service

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Attachments:



Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel

SAFETY RECALL NOTICE

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

RE: Recall Campaign 16V-xxx: Replace Front Driveshaft B26 02 16

BMW Group is conducting a Voluntary Safety Recall (effective May 13, 2016) involving the front driveshaft in certain X5 xDrive35i, X5 xDrive50i, X5 M, X5 xDrive35d, X6 ActiveHybrid, X6 xDrive35i, X6 xDrive50i, X6M.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

**Model Year 2011 BMW X5, X6, X6 ActiveHybrid
Front Driveshaft
Safety Recall 16V-xxx**

Q1. Which BMW models are affected by this Safety Recall?

Certain Model Year 2011 BMW X5 Sports Activity Vehicles (SAV) and X6 Sports Activity Coupes (SAC) (including the X6 ActiveHybrid) produced from April 2010 through November 2010.

Q2. How many BMW vehicles in the US are affected by this Safety Recall?

Approximately 21,490 BMW vehicles in the US are affected.

Q3. What is the specific issue?

This safety recall involves the front driveshaft. The front driveshaft's universal joints may be out-of-specification. In rare cases, water and/or dirt may enter the universal joint(s) which could lead to corrosion. This would be noticed by noise and/or vibration. Over time, the universal joint may eventually break.

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

Should the universal joint break, power is no longer transmitted to the front wheels. However, the rear drivetrain remains operational similar to rear wheel drive BMW vehicles.

In an extreme case, damage could occur to other components. This could result in the vehicle not being able to be driven.

Q5. How did BMW become aware of this issue?

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

Q6. I heard about a Service Action on this issue. Is this the same issue? Is the Service Action now a Safety Recall?

Yes, we have upgraded the Service Action to a Safety Recall.

Q7. If the Service Action was already performed on my vehicle, does the recall have to be performed?

If the driveshaft was replaced under the Service Action or the Extended Warranty, you do not need to have it replaced again. If only the inspection was performed, your vehicle will need to have the driveshaft replaced.

Q8. Why are other X5, X6 and X6 ActiveHybrid vehicles not included in this Safety Recall?

Other vehicles produced outside the production period of April 2010 to November 2010 were manufactured with a front driveshaft that was produced to specifications.

**Model Year 2011 BMW X5, X6, X6 ActiveHybrid
Front Driveshaft
Safety Recall 16V-xxx**

Q9. Can I determine if this issue exists in my vehicle?

If you notice noise and/or vibration from the area of the front driveshaft, your vehicle may be experiencing this issue. Please contact an authorized BMW Center to have your vehicle inspected and, if necessary, repaired.

Q10. Can I continue to drive my vehicle?

Yes. However, when you receive a letter asking you to have this service performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q11. How will my vehicle be repaired?

The front driveshaft will be replaced.

Q12. Is BMW aware of any injuries involving these BMW vehicles associated with this Safety Recall?

No.

Q13. How will I be informed of this Safety Recall?

If your vehicle is affected, you will receive a letter in July via First Class mail advising you of this recall and requesting that you schedule an appointment with an authorized BMW center for service and repair.

Q14. How long will the repair take?

This repair may take several hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

Q15. Do I have to wait for my letter in order to have my vehicle serviced?

Yes. BMW is in the process of implementing this program to ensure that the necessary parts, tools and procedures are available at its authorized BMW centers, prior to instructing you to take your vehicle in for repair.