



## RECALL 16V-311: REPLACE THE FRONT DRIVESHAFT

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.

### MODEL

E70 (X5 incl M)	E71 (X6 incl M)	E72 (X6 ActiveHybrid)
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### SITUATION

The universal joints in the front driveshaft may wear out prematurely. A worn universal joint may lead to undesirable vibrations and to an increased noise level in the vehicle interior.

In individual cases, the universal joint on the front drive shaft may break. The drive torque for the front axle can then no longer be transmitted from the transfer case to the front wheels.

A final letter will be mailed to customers on Friday, July 8, 2016. The letter will ask customers to visit their BMW Center and have the repair performed. A copy of the final letter to be sent to these customers is attached.

### AFFECTED VEHICLES

This Recall Campaign involves certain E70 (X5), E71 (X6) and E72 (X6 ActiveHybrid) vehicles produced April 2010 through November 2010.

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) or with the Key Reader

Approximately 21,000 vehicles are affected.

### CAUSE

The universal joints in the front driveshaft may wear out prematurely.

### CORRECTION

Replace the front driveshaft.

### PROCEDURE

Follow Repair Instruction RA 26 20 000: Remove and refit the drive shaft.

**Note:**

1. When replacing the front universal shaft, on the E70/E71 N55 and N63, the exhaust system **does not** have to be removed.
2. The reinforcement plate must only be removed in the E72 (X6 ActiveHybrid). In all other vehicles, the front drive shaft can be replaced **without** removing the reinforcement plate.

## PARTS INFORMATION

Part Number	Description	Quantity
26 20 8 605 866	Front drive shaft	1
26 11 7 529 387	Outside torx screw with ribbed teeth	4
33 30 6 772 888	Hexagon screw with washer	6 (for the E72 only)

## WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

<b>Defect Code:</b>	<b>00 26 27 01 00</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 64 105	Refer to KSD2	Replace the front drive shaft (Main work)



### Consequential Repair(s)

When other or additional work and/or parts are required as a direct result of the issue being addressed in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in KSD2



### Overlapping Labor – Associated and/or Other Repairs

If invoicing KSD2 flat rate labor operation codes for the additional repair work results in overlapping labor being claimed, please invoice work time labor operation 00 50 000 for the additional time (FRU) minus the overlap instead.

Work time labor operation code 00 50 000 is not considered a Main labor operation.

On the repair order and in the claim comment section, please identify the labor operations that labor operation code 00 50 000 replaces and itemize the claimed FRU amount.

**Associated Repairs:** When work time labor operation 00 50 000 is used as an extension of the repair outlined in this bulletin, a separate defect code and punch time(s) are not required.

**Other Repairs:** When work time labor operation 00 50 000 is used for work that will be claimed under a different defect code, separate punch time(s) are required.

### **TREAD Act - Previous Customer-Pay Repairs**

The issue being addressed by this Recall was addressed previously by a Service Action (SI B26 01 14) and is currently by a component-specific Limited Extended Warranty (SI B01 15 15). Therefore, previous customer-repair reimbursement requests are unlikely.

However, if your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” prior to the release of this Recall, BMW of North America, LLC (“BMW NA”) will reimburse the costs for that repair.

### **Customer-pay Invoice Review and Reimbursement Procedure**

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this Recall bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under **Defect Code 85 99 00 12 NA**, as follows:
  - Sublet Code “3”
  - Dollar amount (with no markup)
  - Comment: Recall 16V-311 - Replace the Front Driveshaft, reimbursement for allowable expenses that relate to performing a previous qualifying customer-pay repair.
  - Itemize the sublet amount on the repair order and in the claim comments
4. “Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

When submitted as outlined above, the claim submission for this “customer-pay reimbursement” **will not** close the “Open” Safety Recall on the vehicle.

### **Repairs that do not Qualify for Reimbursement**

Repairs performed on non-affected vehicles and the repair of other unrelated issues.

## **ATTACHMENTS**

View PDF attachment [B260216 Final Letter](#).

View PDF attachment [B260216 Q&A](#).

View PDF attachment [Recall Notice B260216](#).

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## **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.



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [INSERT VIN]

July 2016

### Recall Campaign No. 16V-311: Front Driveshaft

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 2011 BMW X5 Sports Activity Vehicles and X6 Sports Activity Coupes. Our records indicate that you are the owner or lessee of a potentially affected vehicle.

#### **What is the issue?**

This recall involves the front driveshaft's universal joint(s) which may not have been produced to specifications. In rare cases, water and/or dirt may, over time, lead to corrosion resulting in noise or vibration. After prolonged driving under such conditions, the universal joint(s) may eventually break.

If the universal joint(s) broke, power to the front axle would no longer be available. However, power to the rear axle would still be available. After prolonged operation in such a condition, damage to additional components could occur, and continued driving would no longer be possible. Depending upon traffic conditions and the driver's reactions, this could increase the risk of a crash.

**You should have the front driveshaft replaced as soon as possible. Please contact your authorized BMW center immediately to schedule an appointment.** You can locate your nearest BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).

#### **What precautions can you take?**

If corrosion of the joint(s) occurred, it would initially be noticed by noise and/or vibration. If the universal joint(s) broke, power to the front axle would no longer be available. If this occurs, you should carefully move away from traffic and pull over to a safe location as soon as possible. Contact BMW Roadside Assistance at 1-800-332-4269 to have the vehicle brought to the nearest authorized BMW center. **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?**

The front driveshaft will be replaced. This free repair will take approximately three hours.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**What if you are not the current owner of this vehicle?**

If you are no longer the vehicle owner/lessee, please fill out the enclosed postage-paid card so we can update our records. If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

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 of charge, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

**What if you have questions or experience problems?**

**Should you have any questions about this recall, please contact your authorized BMW center.** Should you need additional assistance, you may contact BMW Customer Relations and Services via Email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com) or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday.

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>.

We sincerely apologize for any inconvenience this recall may cause; however, be assured that BMW is concerned about your safety and security.

BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

Sincerely,

BMW of North America, LLC

**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.