

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Recall 17V-XXX: Replace Front Driveshaft  
**Date:** Thursday, March 02, 2017 4:35:19 PM

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From: Technical Service  
Expiration Date: March 16, 2017

DCSnet Message  
**Urgent**



Subject: **Recall 17V-XXX: Replace Front Driveshaft**

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**Attachment?** Y

**Message Recipients:** General Managers, Sales Managers, Service and Parts Managers, Service Managers, Shop Foremen, Service Technicians

**Message Text:**

BMW AG is conducting a Voluntary Safety Recall on certain Model Year 2011 - 2014 BMW X5, X6 and X6 ActiveHybrid SAV models involving the front driveshaft.

This new recall is an extension to the previous recall 16V-311.

Attached is Service Information bulletin B26 02 17, Safety Recall Notice and Q&A for more details.

You will be updated when additional information becomes available.

Sincerely,  
Technical Service

Attachments: [B260217\\_Recall\\_Notice\[818fbf34\].pdf](#)  
 [B260217\[818fbf33\].pdf](#)  
 [2017-MY11-14-E7x-Driveshaft-Q\\_A\[818fbf32\].pdf](#)  
 [B260217\\_Recall\\_Notice\[818fbf34\].pdf](#)  
 [B260217\[818fbf33\].pdf](#)  
 [2017-MY11-14-E7x-Driveshaft-Q\\_A\[818fbf32\].pdf](#)

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



SI B26 02 17  
Driveshaft

March 2017  
Technical Service

## RECALL 17V-XXX: REPLACE FRONT DRIVESHAFT

### MODEL

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

BMW AG is conducting a Voluntary Safety Recall on certain Model Year 2011 - 2014 BMW X5, X6 and X6 ActiveHybrid SAV models involving the front driveshaft.

Approximately 121,737 vehicles are affected. This new recall is an extension to the previous recall 16V-311 described in [SI B26 02 16](#).

The front driveshaft's universal joints may have been produced out-of-specification. In rare cases, water and/or dirt may enter the universal joint and, over time, lead to corrosion resulting in noise or vibration. Over time, the universal joint may eventually break. Drive torque would no longer be transmitted to the front wheels; however, the rear drivetrain remains operational and transmits all drive torque to the rear axle, similar to rear wheel drive vehicles.

The repair instructions are the same as [SI B26 02 16](#). This bulletin will be updated with repair instructions, parts and warranty information soon. The VINs will be displayed in AIR, ISPA Next, and Warranty Vehicle Inquiry very shortly.

### ATTACHMENTS

View PDF attachment [B260217 Recall Notice](#).

View PDF attachment [2017-MY11-14-E7x-Driveshaft-Q&A](#).

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## **SAFETY RECALL NOTICE**

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

RE: Recall 17V-XXX: Replace Front Driveshaft B26 02 17

BMW Group is conducting a Voluntary Safety Recall (effective March 2, 2017) involving the front driveshaft in certain Model Year 2011 - 2014 BMW X5, X6, and X6 ActiveHybrid SAV models.

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.

**Front Driveshaft Universal Joint(s)  
Safety Recall 17V-xxx  
Model Year 2011-2014  
BMW X5, X6, X6 ActiveHybrid  
*Last Updated 3/2/2017***

**Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**

Approximately 121,737 BMW Group vehicles in the US, as noted below, are potentially affected.

Series	Model	Model Year	Approx. Volume	Production Dates
E70	X5 xDrive35i / xDrive50i / M	2011 – 2013	85,840	Nov 2010 – Apr 2013
E70	X5 xDrive35d	2011 –2012	20,777	Nov 2010 – Apr 2013
E71	X6 xDrive35i / xDrive50i / M	2011 – 2014	15,095	Nov 2010 – Apr 2013
E72	X6 ActiveHybrid	2011	25	Jan 2011 – Sep 2011

**Q2. What is the specific issue?**

This safety recall involves the front driveshaft. The front driveshaft's universal joint(s) 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(s) may eventually break.

**Q3. What can happen as a result of this issue?**

Should the universal joint(s) 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.

**Q4. How did BMW Group become aware of this issue?**

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

**Q5. Why are other BMW Group vehicles not included in this Safety Recall?**

Other vehicles were equipped with a front driveshaft produced to specifications.

**Q5a. I heard about a Service Action on this issue. Is this the same issue? Is the Service Action now a Safety Recall?**

Yes, it is the same issue. However, the Service Action (now Safety Recall) you heard about covered vehicles produced from April 2010 through November 2010.

*This new Safety Recall covers vehicles produced from December 2010 through April 2013.*

**Front Driveshaft Universal Joint(s)**  
**Safety Recall 17V-xxx**  
**Model Year 2011-2014**  
**BMW X5, X6, X6 ActiveHybrid**  
*Last Updated 3/2/2017*

**Q5a1. If the Service Action was already performed on my vehicle, does the Safety Recall have to be performed?**

If you have already had the front driveshaft replaced on your vehicle under the Service Action, then your vehicle was produced from April 2010 through November 2010, and you do not need to have the Safety Recall performed.

However, if your vehicle was produced from December 2010 through April 2013, then you do need to have the Safety Recall performed.

**Q5b. I heard about an Extended Warranty Program on this issue...[OR]...I received a letter regarding an Extended Warranty Program on this issue. Is this the same issue? Is the Extended Warranty Program now a Safety Recall?**

Yes, it is the same issue. The Extended Warranty Program is now a Safety Recall.

**Q5b1. If the Extended Warranty Program was already performed on my vehicle, does the Safety Recall have to be performed?**

If you have already had the front driveshaft replaced on your vehicle under the Extended Warranty Program, you do not need to have the Safety Recall performed.

However, if you have not yet had the front driveshaft replaced on your vehicle under the Extended Warranty Program, then you do need to have the Safety Recall performed.

**Q6. Can I determine if this issue exists in my vehicle?**

If you notice an unusual noise and/or vibration from the underside of the vehicle, your vehicle may be experiencing this issue. If this occurs, please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.

**Q7. Can I continue to drive my vehicle?**

Yes.

However, when you receive a letter asking you to have this recall 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.

**Q8. How will my vehicle be repaired?**

The front driveshaft will be replaced.

**Q9. Is BMW Group aware of any accidents, injuries, or fires involving these BMW Group vehicles associated with this Safety Recall?**

No.

**Front Driveshaft Universal Joint(s)**  
**Safety Recall 17V-xxx**  
**Model Year 2011-2014**  
**BMW X5, X6, X6 ActiveHybrid**  
*Last Updated 3/2/2017*

**Q10. How will I be informed of this Safety Recall?**

You will receive a letter in April via First Class mail advising you of this recall. You will receive another letter when parts become available. At that time, you should immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).

To ensure BMW has your most recent contact and vehicle information, please register your vehicle at [www.bmwusa.com/myBMW](http://www.bmwusa.com/myBMW). Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW.

**Q11. 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.

**Q12. Do I have to wait for my letter in order to have my vehicle serviced?**

Yes. We are in the process of implementing this program to ensure that the necessary parts, tools and procedures are available, prior to contacting you to schedule your vehicle to have this safety recall performed. For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).

**Q13. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?**

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.