



## RECALL 17V-138: REPLACE FRONT DRIVESHAFT

New information provided by this revision is preceded by this symbol .

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.

This Service Information bulletin supersedes SI B26 02 17 **dated May 2017**

### What's New:

- Production range has changed (See Affected Vehicles)

### MODEL

|          |          |                       |
|----------|----------|-----------------------|
| E70 (X5) | E71 (X6) | E72 (X6 ActiveHybrid) |
|----------|----------|-----------------------|


### 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.

An interim letter will be mailed to customers on April 28, 2017. Depending on parts availability, final letters may begin mailing the same day. The final 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. Refer to the Parts matrix for a mailing schedule of final letters.

### AFFECTED VEHICLES

 This Recall Campaign involves certain E70 (X5), E71 (X6) and E72 (X6 ActiveHybrid) vehicles produced February 4, 2010 through April 22, 2013.

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 121,911 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.

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 <b>E72</b> only) |

Please refer to the Parts Matrix for parts ordering procedure.

## WARRANTY INFORMATION

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

|                     |                   |                          |
|---------------------|-------------------|--------------------------|
| <b>Defect Code:</b> | <b>0026340100</b> | <b>Front drive shaft</b> |
|---------------------|-------------------|--------------------------|

Vehicle arrives at your workshop for this Recall repair (Main work)

| Labor Operation: | Labor Allowance: | Description:  |
|------------------|------------------|---|
| 00 64 334        | Refer to KSD2    | Replace the front drive shaft (Main work)   |
| Or:              |                  |   |
| 00 64 335        | 1 FRU            | Check and no repair necessary (Front driveshaft already replaced as part of another repair) (Main work) |

Or:

Vehicle is already in the workshop (Plus work)

| Labor Operation: | Labor Allowance: | Description:                              |
|------------------|------------------|---|
| 00 64 930        | Refer to KSD2    | Replace the front drive shaft (Plus work) |
| Or:              |                  |   |

|           |       |   |
|-----------|-------|---|
| 00 64 931 | 1 FRU | Check and no repair necessary (Front driveshaft already replaced as part of another repair) (Plus work) |
|-----------|-------|---|

And, if applicable:

### Consequential Repair(s)

When additional work and/or parts are required as a “**direct result**” of the front driveshaft issue described in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in KSD2.

### Overlapping Labor Procedure – Other Repairs

If invoicing the KSD2 flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

### TREAD Act - Previous Customer-Pay Repairs

The issue being addressed by this Recall may have been previously repaired, either through a Service Action (SI B26 01 14 – DC 00 26 23 01 00) and/or under the Front Propeller (Drive) Shaft (component-specific) Limited Warranty Extension (SI B01 15 15 – DC 26 20 90 13 00). 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 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” Service Information 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 17V-138 - 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. This exclusion also applies to repairs that were performed using (as well as repairs that result from using) non-genuine BMW parts and/or used passenger car or light truck parts.

## **ATTACHMENTS**

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

View PDF attachment [2017-MY11-14-E7x-Driveshaft-QA](#).

View PDF attachment [17V-138-ONL-FollowUp EP 033117](#).

[ Copyright ©2017 BMW of North America, Inc. ]

## **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.





## **IMPORTANT SAFETY RECALL – Remedy Available**

**This notice applies to your vehicle, [INSERT VIN]  
Recall Campaign No. 17V-138: Front Driveshaft**

April 2017

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 2011-2013 BMW X5 Sports Activity Vehicles and Model Year 2011-2014 BMW X6 Sports Activity Coupes. Our records indicate that you are the owner of a potentially affected vehicle.

### **Why are we contacting you?**

We are pleased to inform you that we are ready to perform this recall. **If you have not already had this recall performed, please contact any authorized BMW center immediately to schedule an appointment. To locate the nearest BMW center, visit [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).**

### **What could happen?**

This recall involves the front driveshaft's universal joint(s) which may not have been produced to specifications and could eventually break. If this happens, power to the front axle would no longer be available, but power to the rear axle would still be available. After prolonged operation, damage to additional components could occur, and continued driving would no longer be possible, increasing the risk of a crash.

This condition would initially be noticed by noise and/or vibration and, subsequently, by a loss of power to the front axle. If this occurs, carefully move away from traffic and pull over to a safe location as soon as possible. Please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.

**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 **free of charge**, and 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 the current vehicle ownership information is incorrect?**

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

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

Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com). **For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).**

**Company**  
BMW  
of North America, LLC  
BMW Group Company

**Mailing Address**  
PO Box 1227  
Westwood NJ 07675-  
1227

**Telephone**  
(800) 525-7417

**Fax**  
(201) 930-8362

**E-mail**  
[CustomerRelations@  
bmwusa.com](mailto:CustomerRelations@bmwusa.com)

**Internet**  
[bmwusa.com](http://bmwusa.com)

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>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

Spanish translation on back side  
Traducción en español en el lado inverso