



SI B31 05 17
Front Axle

January 2018
Technical Service

SAFETY RECALL 17V-727: VEHICLE SUSPENSION BOLTS

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 replaces SI B31 05 17 **dated November 2017**

What's New:

-  Attachments: Q & A, Customer letter

MODEL

F15 (X5 SAV incl. Diesel and PHEV)	F16 (X6 SAV)	F85 (X5 M)	
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AFFECTED VEHICLES

This Safety Recall involves F15, F16, F85, F86 Models produced from October 3rd, 2017 to October 16th, 2017.

Vehicles which require this Safety Recall to be completed show as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

Approximately 39 vehicles are affected by this recall. Customers will receive a notification letter asking them to schedule the repair in January 2018.

SITUATION

Vehicles may have been produced with an incorrect tightening torque on the suspension bolts.

CAUSE

Incorrect tightening torques may have been assigned to affected vehicles during production.

CORRECTION

Inspect and, if necessary, retighten bolts to correct torque specifications.

PROCEDURE

1. Wishbones
 - A. Remove wheel housing cover (front part) left and right as per RA 51 71 038.
 - B. Remove wheel housing cover (rear part) left and right as per RA 51 71 039.



C. Visually check on both sides that the nuts and bolts are contacting flat to the contact surface.
 D. If not, replace nut with new one and torque bolt (not nut) as per RA to 38 Nm + 90° +/- 15°
 E. If yes, mark screw head to see if screw head moves when torquing to 38 Nm. When torquing hold nut turn screw.

- if the screw head did not move the connection is OK
- if the screw head moved the nut needs to be replaced with a new one and he connection needs to be torqued as per RA to 38 Nm + 90° +/- 15°



Note: When replacing the nut on the wishbones, the front left and right ride-height has to be set to normal loaded position before the connection can be tightened/torqued.

2. Linkage for level sensor on control arm and level sensor bracket on chassis (If equipped)



A. Visually check if all components are contacting without space in between.

- If no, replace nut and torque as per RA to 8 Nm.
- If yes, check with 5 Nm. When checking torque hold screw with wrench to prevent turning.

If the nut does not turn the connection is OK

If the nut turns, the nut needs to be replaced with a new one and the connection needs to be torqued via the screw to 8 Nm

3. Ground points in engine compartment



A. Re-torque ground point

- Loosen nut and torque to 8 Nm.

B. Re-torque ground point

- Loosen nut and torque to 8 Nm.



4. Ground point of charging receptacle, Hybrid vehicles.

THIS STEP APPLIES ONLY TO VEHICLE: 0V98880



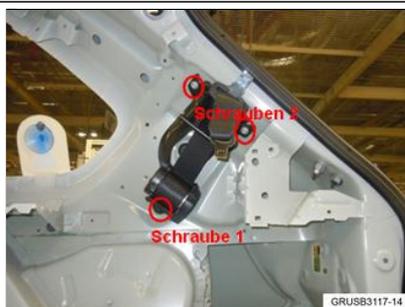
A. Ground point of charging receptacle needs to be torqued to 8 Nm thru wheel housing.

5. Safety belt reels, for vehicles equipped with SA 4UB 3rd row seating

THIS STEP APPLIES ONLY TO VEHICLE: 0X89239

A. Remove access covers in trunk area on left and right side.

B. Remove D-pillar cover on left and right side as per RA 51 43 259.



- Torque bolt 1 for safety belt reel, to 42 Nm.
- Torque bolts 2 for safety belt bracket to 27 Nm.

PARTS INFORMATION

Part Number	Description	Quantity
33 30 6 760 585	Suspension combination nut M10-10ZNS3	4
07 11 9 904 371	Hex bolt M6x16-8.8 (for high sensor)	2
07 12 9 905 817	Hex nut M6-8 ZNNIV (for high sensor)	2

WARRANTY INFORMATION

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

Defect Code:	0031820100	
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Completion "before" vehicle delivery to the customer or the vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:
00 65 871	16 FRU	Check screw connection, no repair is necessary (Plus work)
Or:		
00 65 874	18 FRU	Check screw connection and replace hex nuts (Plus work)
And, if applicable:		
00 65 873	6 FRU	Additional check for a vehicle with 3rd row seat (SA 4UB) (X5 only)
And/or, if applicable:		
00 65 872	1 FRU	Additional check for PHEV vehicle (X5 only)

Or:

Completion after vehicle delivery to the customer

Labor Operation:	Labor Allowance:	Description:
00 65 225	18 FRU	Check screw connection, no repair is necessary (Main work)
Or:		
00 65 228	20 FRU	Check screw connection and replace hex nuts (Main work)
And, if applicable:		
00 65 873	6 FRU	Additional check for a vehicle with 3rd row seat (SA 4UB) (X5 only)
And/or, if applicable:		
00 65 872	1 FRU	Additional check for PHEV vehicle (X5 only)

And, as applicable:

Alternative Mobility Solution (AMS)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI [B01 29 16](#) for additional information.

Posted: Thursday, December 7, 2017

ATTACHMENTS

View PDF attachment [B310517 Delivery Stop.](#)

View PDF attachment [2017-BMW-MY18-Various-WishboneBolts-QA\(3Jan2018\).](#)

View PDF attachment [BMW Recall 17V-727 CustomerLetter.](#)

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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.

**Vehicle Suspension Bolts
Safety Recall 17V-727
Model Year 2018
X5 SAV, X6 SAV, X5M SAV, X6M SAV
*Last Updated 1/3/2018***

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

Approximately 33 Model Year 2018 BMW X5 SAV, X6 SAV, X5M SAV, and X6M SAV vehicles in the US, produced in October 2017, are potentially affected.

Q2. What is the specific issue?

The issue involves vehicle suspension bolts which may not have been tightened to specifications.

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

If the bolts were not tightened to specifications, this could increase the risk of a crash.

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?

Suspension bolts on other vehicles were tightened to specifications.

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

If you notice an unusual vibration while driving, your vehicle may be experiencing this issue.

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 bolts will be tightened to specifications.

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

No.

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

You will receive a letter in January via First Class mail, advising you of this recall and to 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.

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

**Vehicle Suspension Bolts
Safety Recall 17V-727
Model Year 2018
X5 SAV, X6 SAV, X5M SAV, X6M SAV
*Last Updated 1/3/2018***

Q11. How long will the repair take?

This repair will take approximately 1 hour; 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 to have my vehicle serviced?

No. You can schedule an appointment with an authorized BMW center for service and repair.

BMW



IMPORTANT SAFETY RECALL – Remedy Available

**This notice applies to your vehicle,
Recall Campaign No. 17V-727: Suspension Bolts**

January 2018

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 2018 BMW X5 SAV, X5M SAV, X6 SAC, and X6M SAC models. 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, then please contact your authorized BMW center immediately to schedule an appointment.** Visit www.bmwusa.com/dealers to locate your nearest BMW center.

What could happen?

Certain vehicle suspension bolts may not have been tightened to specifications. This could affect vehicle handling and control, and increase the risk of a crash. **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 affected suspension bolts will be inspected and, if necessary, tightened to specifications free of charge which will take approximately one hour.

What if I am not the current owner of this vehicle?

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 I have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. 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.

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



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0000004

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BMW Group Company

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IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD – Repuesto disponible

Este aviso se aplica a su vehículo,
Campaña de retirada n.º 17V-727: Pernos de suspensión

Enero de 2018

Estimado propietario o arrendatario de BMW:

Le enviamos este aviso según las disposiciones de la National Traffic and Motor Vehicle Safety Act (Ley Nacional de Seguridad de Tráfico y Vehículos). BMW AG ha determinado que algunos modelos de vehículos de la serie X5 SAV (Sports Activity Vehicles, vehículos de la serie deportiva) X5M SAV, X6 SAC y X6M SAC de BMW correspondientes al año 2018 tienen un defecto que afecta la seguridad de estos vehículos motorizados. Nuestros registros indican que usted es propietario de un vehículo potencialmente afectado.

¿Por qué lo estamos contactando?

Nos alegra informarle que estamos listos para realizar esta retirada. **Si todavía no realizó esta retirada, póngase en contacto de inmediato con el centro autorizado de BMW para programar una cita.** Visite www.bmwusa.com/dealers para localizar el centro de BMW más cercano.

¿Qué podría pasar?

Es probable que ciertos pernos de suspensión no hayan sido ajustados según las especificaciones. Esto podría afectar el manejo y control del vehículo, lo que aumenta el riesgo de choque. **Si usted no es la única persona que conduce este vehículo, comparta esta importante información con todos los demás conductores y pasajeros.**

¿Qué hará BMW?

Se revisarán los pernos de suspensión correspondientes y, de ser necesario, se los ajustará según las especificaciones de manera gratuita. Esto llevará aproximadamente una hora.

¿Qué ocurre si yo no soy el propietario actual de este vehículo?

Puede actualizar la información de la titularidad del vehículo o su información de contacto completando la tarjeta con respuesta postal paga adjunta o registrándose en <http://www.bmwusa.com/myBMW>.

Si usted es arrendador del vehículo, las reglamentaciones federales requieren que reenvíe este aviso a su arrendatario dentro de los diez días.

¿Qué debo hacer si tengo alguna pregunta o si experimento algún problema?

Para ver las últimas actualizaciones de esta retirada, visite www.bmwusa.com/recall. Si tiene alguna pregunta sobre esta retirada, comuníquese con el centro autorizado de BMW. En caso de necesitar asistencia adicional, comuníquese con el BMW Customer Relations and Services (Servicio de Atención al Cliente de BMW) llamando al 1-800-525-7417 o por correo electrónico a CustomerRelations@bmwusa.com.

Si el centro de BMW no puede resolver el defecto sin cargo o dentro de un período razonable, puede notificar al administrador de la National Highway Traffic Safety Administration (Administración Nacional de Seguridad de Tráfico en Carreteras), 1200 New Jersey Ave., S.E., Washington, DC 20590, llamar a la Vehicle Safety Hotline (Línea gratuita directa de seguridad vehicular) al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar <http://www.safercar.gov>.

Le garantizamos que nos importa su seguridad y le pedimos sinceras disculpas si esta retirada le causa algún inconveniente. Recomendamos que usted y sus pasajeros utilicen el cinturón de seguridad en todo momento.

Atentamente.

BMW of North America, LLC

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English translation on back side
Traducción en inglés el lado inverso