

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: BMW Delivery Stop & Recall 18V-XXX: Rear Upper Control Arms (108 Vehicles)
Date: Friday, September 21, 2018 2:12:12 PM

Publish Date: September 21, 2018
From: Technical Service
Expiration Date: October 05, 2018

DCSnet Message
Urgent



Subject: **BMW Delivery Stop & Recall 18V-XXX: Rear Upper Control Arms (108 Vehicles)**

BMW Group is conducting a Voluntary Safety Recall (effective September 21, 2018) on Model Year 2019 BMW X6 and X6M vehicles that have been produced from September 10-20, 2018. A crack could occur in the ball stud in one, or both of the rear upper control arms. Therefore, both control arms will need to be replaced.

Approximately 108 vehicles are affected by this delivery stop/recall.

Attached is Service Information bulletin B33 02 18, Q&A and Recall Notice for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

-  [B330218_Recall_Notice\[81cc3d8f\].pdf](#)
-  [B330218\[81cbfb59\].pdf](#)
-  [2019-F16-86-RearSuspension-QA-\(21Sep2018\)\[81cbfb58\].pdf](#)
-  [B330218_Recall_Notice\[81cc3d8f\].pdf](#)
-  [B330218\[81cbfb59\].pdf](#)
-  [2019-F16-86-RearSuspension-QA-\(21Sep2018\)\[81cbfb58\].pdf](#)

Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SI B33 02 18
Rear Axle

September 2018
Technical Service

DELIVERY STOP & RECALL 18V-XXX: REAR UPPER CONTROL ARMS

MODEL

F16 (X16)	F86 (X6M)
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SITUATION

BMW Group is conducting a Voluntary Safety Recall (effective September 21, 2018) on Model Year 2019 BMW X6 and X6M vehicles that have been produced from September 10-20, 2018. A crack could occur in the ball stud in one, or both of the rear upper control arms. Therefore, both control arms will need to be replaced.

Approximately 108 vehicles are affected by this delivery stop/recall.

- Pipeline: 17
- Dealer Inventory: 90
- Retailed: 1

Affected vehicles show the campaign as “Open” when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: **STOP013407 B330218 Recall: Rear Upper Control Arms**

All of the other systems including DAR and the RDR system will show the Stop Sale Sign starting tomorrow. Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

The bulletin will be updated as soon as we have more information.

The Q & A has been attached for further information.

ATTACHMENTS

View PDF attachment [B330218 Delivery Stop Legal](#).

View PDF attachment [2019-F16-86-RearSuspension-QA-\(21Sep2018\)](#).

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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.

**Rear Upper Control Arms
Safety Recall 18V-xxx
Model Year 2019
BMW X6 / X6M
*Last Updated 09/21/2018***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Approximately 108 Model Year 2019 BMW X6 and X6M models in the US, produced in September 2018, are potentially affected.
- Q2. What is the specific issue?**
One or both of the rear upper control arms may not have been produced to specifications by the supplier. Over time, the control arm could become damaged. This could affect vehicle handling and control, and increase the risk of a crash.
- Q3. What can happen as a result of this issue?**
A damaged control arm could affect vehicle handling and control, and increase the risk of a crash.
- If you notice that vehicle handling and control is affected, pull off the road to a safe location away from traffic. Shut off the engine. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive your vehicle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.
- Q4. Why are other BMW Group vehicles not included in this Safety Recall?**
The rear upper control arms on other vehicles were produced to specifications by the supplier.
- Q5. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.
- Q6. Can I determine if this issue exists in my vehicle?**
If you notice that vehicle handling and control is affected, then your vehicle may be experiencing this issue.
- Q7. Can I continue to drive my vehicle (before I receive my letter)?**
Yes. However, please make an appointment to have this Safety Recall performed by an authorized BMW center 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 rear upper control arms will be replaced for free and can take up to several hours to replace.
- Q9. Is BMW Group aware of any accidents or injuries in the US, 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 by the end of November via First Class mail advising you of this Safety Recall and requesting you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.
- To ensure the BMW Group has your most recent contact and vehicle information, please register your BMW vehicle at www.bmwusa.com/myBMW. Registration is free, and will give you access to factory initiated campaigns and other information specific to your vehicle.
- Q11. How long will the repair take?**
This repair could take several hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed for free by your authorized BMW center.
- Q12. Do I have to wait for my letter to have my vehicle serviced?**
No. Please contact your nearest authorized BMW center at www.bmwusa.com/dealers to schedule a repair.