

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 19V-xxx: Replace Swivel Bearing (STOP DRIVE) Action Required ASAP
Date: Thursday, September 19, 2019 11:33:25 AM

Publish Date: September 19, 2019
From: Technical Service
Expiration Date: October 17, 2019

DCSnet Message
Urgent



**Subject: BMW Recall 19V-xxx: Replace Swivel Bearing (STOP DRIVE)
Action Required ASAP**

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective September 19, 2019) on a small number of Model Year 2020 BMW vehicles that were produced between August 25, 2019 and September 3, 2019.

One or both swivel bearings may not have been produced to supplier specifications. It could become damaged, affect vehicle handling and control, and increase the risk of a crash.

Approximately 355 vehicles are affected by this recall. **Potentially affected vehicles are not to be driven. Handle very carefully when moving the vehicles into the workshop.**

The BMW Customer Relations Department will contact potentially affected customers and will inform them not to drive their vehicle and that the dealer will reach out with the next steps. Customer Relations will be in contact with you first and will ask your assistance with transporting customer vehicles and providing loaner vehicles.

Approximately 355 vehicles are affected by this recall.

- 38 – at VDCs
- 234 – Dealer Inventory
- 46 - Demo / Loaners
- 37 – Retailed

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), Key Reader or Warranty Vehicle Inquiry. All other systems will show the stop sale starting tomorrow including ICD.


Please utilize Inventory Campaign Details (ICD) to see which of your vehicles are affected and ground them immediately. You can find this under DCSnet >Sales or Service Drop-down ⓈROSS.

Recall notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Attachments:

- [B310319_Recall_Notice\[81f12861\].pdf](#)
- [B310319\[81f12860\].pdf](#)
- [2019-G01-G02-SwivelBearing-QA-\(19ep2019\)\[81f1285f\].pdf](#)
- [B310319_Recall_Notice\[81f12861\].pdf](#)
- [B310319\[81f12860\].pdf](#)

 2019-G01-G02-SwivelBearing-QA-(19ep2019)[81f1285f].pdf

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





SIB 31 03 19

2019-09-19

DELIVERY STOP & RECALL 19V-XXX: REPLACE SWIVEL BEARING
(STOP DRIVE)

MODEL

Engineering Designation	Model Description	Production Date
G01	X3 Sports Activity Vehicle	8/27/2019 – 9/3/2019
G02	X4 Sports Activity Coupe	8/25/2019 – 8/26/2019

SITUATION

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AFFECTED VEHICLES

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Please utilize Inventory Campaign Details (ICD) to see which of your vehicles are affected and ground them immediately. You can find this under DCSnet →Sales or Service Drop-down →ROSS.

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Supporting Materials

[picture_as_pdf 2019-G01-G02-SwivelBearing-QA-\(19ep2019\).pdf](#)

[picture_as_pdf B310319 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 19V-xxx: Replace Swivel Bearing (Stop Drive) – B31 03 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective September 19, 2019) on a small number of Model Year 2020 BMW vehicles that were produced between August 25, 2019 and September 3, 2019.

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.

**Swivel Bearing
Safety Recall 19V-xyz
Model Year 2020
X3 SAV / X4 SAC
*Last Updated 09/19/2019***

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**
Approximately 355 Model Year 2020 BMW X3 SAV and X4 SAC models in the US, produced between August and September 2019, are potentially affected.
- Q2. What is the specific issue?**
One or both swivel bearings may not have been produced to supplier specifications. It could become damaged, affect vehicle handling and control, and increase the risk of a crash.
- Q3. Can I continue to drive my vehicle?**
No. Potentially affected vehicles are not to be driven. Arrangements are being made for customers with potentially affected vehicles. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q4. Why are other BMW vehicles not included in this Safety Recall?**
The swivel bearings were produced to supplier specifications.
- Q5. How did BMW become aware of this issue?**
BMW became aware of this issue through its quality control procedures.
- Q6. How will my vehicle be repaired?**
The swivel bearing(s) will be replaced for free and will take approximately one hour.
- Q7. Is BMW aware of any accidents or injuries in the US, involving these BMW vehicles associated with this Safety Recall?**
No.
- Q8. How will I be informed of this Safety Recall?**
Potentially affected customers are being contacted by phone, and arrangements are being made for the Safety Recall to be performed. Alternate transportation will be accommodated. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

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.