

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Recall 20V-xxx: Front Axle Support (Stop Drive)  
**Date:** Thursday, October 29, 2020 3:26:46 PM

Publish Date: October 29, 2020  
From: Technical Service  
Expiration Date: November 12, 2020

DCSnet Message  
**Urgent**



Subject: **BMW Recall 20V-xxx: Front Axle Support (Stop Drive)**

BMW AG is conducting a Voluntary Safety Recall (effective October 29, 2020) on a small number of Model Year 2020-2021 BMW vehicles that were produced between May 29, 2020 and June 16, 2020.

Over time, the front axle support may start to experience a separation at certain welding locations. This could affect vehicle handling and control, and increase the risk of a crash.

**Potentially affected vehicles are not to be driven.**

**The BMW Customer Relations Department will contact potentially affected customers and will inform them not to drive their vehicle and ask them which dealer they prefer to use. Customer Relations will then arrange to tow the vehicle and will provide assistance with loaner vehicles.**

The bulletin, Recall Notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Sincerely,  
Technical Service

Attachments: [B310220\\_Recall\\_Notice\[8216b3da\].pdf](#)  
 [B310220\[8216b3d9\].pdf](#)  
 [B310220\\_2020-BMW-MY2020-2021-G0x-F9x-FrontAxleSupport-FAQ-\(29Oct2020\)\[8216b3d8\].pdf](#) [B310220\\_Recall\\_Notice\[8216b3da\].pdf](#)  
 [B310220\[8216b3d9\].pdf](#)  
 [B310220\\_2020-BMW-MY2020-2021-G0x-F9x-FrontAxleSupport-FAQ-\(29Oct2020\)\[8216b3d8\].pdf](#)

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



SIB 31 02 20

2020-10-29

RECALL 20V-XXX: FRONT AXLE SUPPORT (STOP DRIVE)

## MODEL

E-Series	Model Description	Production Date
F95	X5 M Sports Activity Vehicle	June 4, 2020 – June 16, 2020
F96	X6 M Sports Activity Coupe	June 15, 2020
G05	X5 Sports Activity Vehicle	May 29, 2020 – June 16, 2020
G06	X6 Sports Activity Coupe	June 4, 2020 – June 13, 2020
G07	X7 Sports Activity Vehicle	June 2, 2020 – June 15, 2020

## AFFECTED VEHICLES

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), ISPA Next or Warranty Vehicle Inquiry.

## SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective October 29, 2020) on a small number of Model Year 2020-2021 BMW vehicles that were produced between May 29, 2020 and June 16, 2020.

Over time, the front axle support may start to experience a separation at certain welding locations. This could affect vehicle handling and control, and increase the risk of a crash.

### **Potentially affected vehicles are not to be driven.**

**The BMW Customer Relations Department will contact potentially affected customers and will inform them not to drive their vehicle and ask them which dealer they prefer to use. Customer Relations will then tow the vehicle and will ask assistance with providing loaner vehicles.**

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

The bulletin will be updated when additional information becomes available.

### Supporting Materials

[picture\\_as\\_pdf B310220 Recall Notice.pdf](#)

[picture\\_as\\_pdf B310220\\_2020-BMW-MY2020-2021-G0x-F9x-FrontAxleSupport-FAQ-\(29Oct2020\).pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 20V-xxx: Front Axle Support – B31 02 20

BMW AG is conducting a Voluntary Safety Recall (effective October 29, 2020) on a small number of Model Year 2020-2021 BMW vehicles that were produced between May 29, 2020 and June 16, 2020.

**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.

**Safety Recall 20V-xxx  
Front Axle Support  
Model Year 2020-2021  
BMW X5/X5M SAV, X6/X6M SAV, X7 SAV  
Issue Date: 10/29/2020  
Last Update: 10/29/2020**

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**  
A small number of Model Year 2020-2021 BMW X5/X5M SAV, X6/X6M SAV, and X7 SAV models in the US, produced between May and June 2020, are potentially affected.
- Q2. What is the specific issue?**  
Over time, the front axle support may start to experience a separation at certain welding locations. This could affect vehicle handling and control, and increase the risk of a crash.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
The front axle carrier was produced according to specifications.
- Q4. Can I continue to drive my vehicle?**  
**No. We do not recommend continuing to drive these vehicles. If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q5. Can I determine if this issue exists in my vehicle?**  
No.
- Q6. How did BMW become aware of the issue?**  
BMW became aware of the issue through our quality control procedures.
- Q7. How will I be informed of this Safety Recall?**  
**Owners of the vehicles 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](http://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](http://www.bmwusa.com/myBMW). Registration is free, and will give you access to factory initiated campaigns and other information specific to your vehicle.
- Q8. How will my vehicle be repaired?**  
The front axle support will be replaced for free and will take several hours.