



SIB 27 01 20

2020-05-28

RECALL 20V-185: REPLACING THE FLEX DISC AND INSPECTING THE TRANSFER CASE

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 (Revision 2) replaces SI B27 01 20 **dated May 2020**.

What's New (Specific text highlighted):

- Warranty section updated

MODEL

F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)	With xDrive and N47T diesel engine
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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) or with ISPA NEXT.

Recall letter and Q&A are attached.

SITUATION

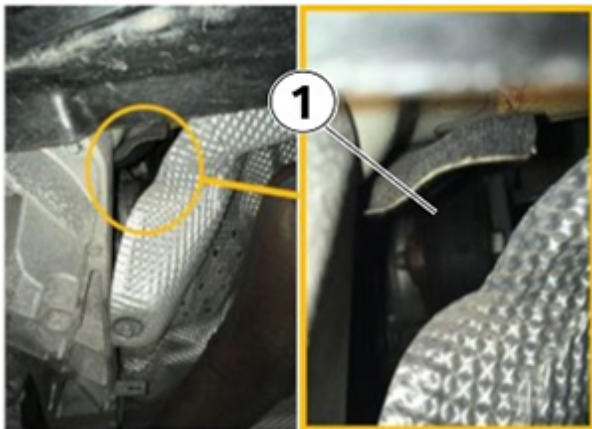
BMW AG is conducting a Voluntary Safety Recall (effective March 25, 2020) on certain Model Year 2013 - 2016 BMW 3 Series Diesel vehicles that were produced between September 14, 2012 and June 30, 2015.

Friction rust may damage the output flange at the rear of the transfer case. This damage could result in a loss of power to the rear wheels. Power to the front wheels is maintained but may only be temporary. When the vehicle comes to rest, although the transmission lever could be moved to the "Park" position, the vehicle may not be in Park and could move.

CAUSE

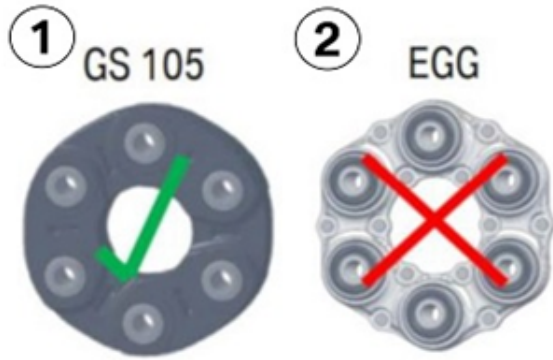
Higher dynamic load on the aluminum flex disc (EGG), which connects the transfer case to the rear driveshaft, can form friction rust on the output flange of the transfer case.

PROCEDURE



1. Raise the vehicle and determine which style flex disc is installed (1).

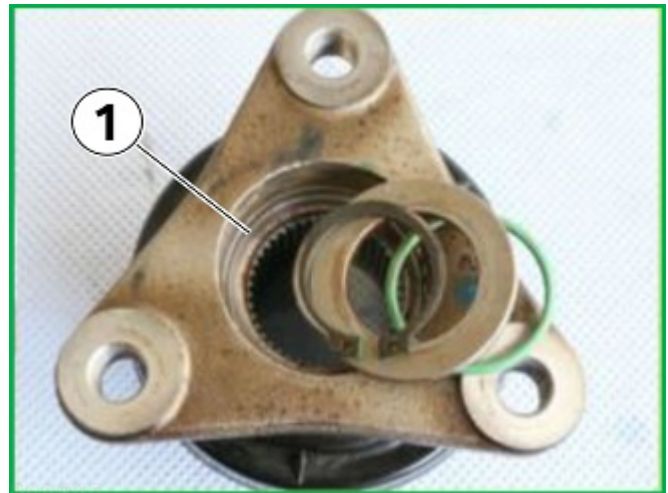
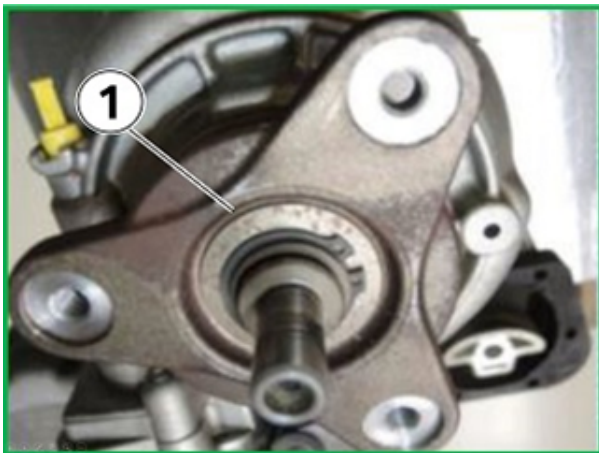
No further action is required if a black, corded rubber style (GS105) flex disc is installed (1).



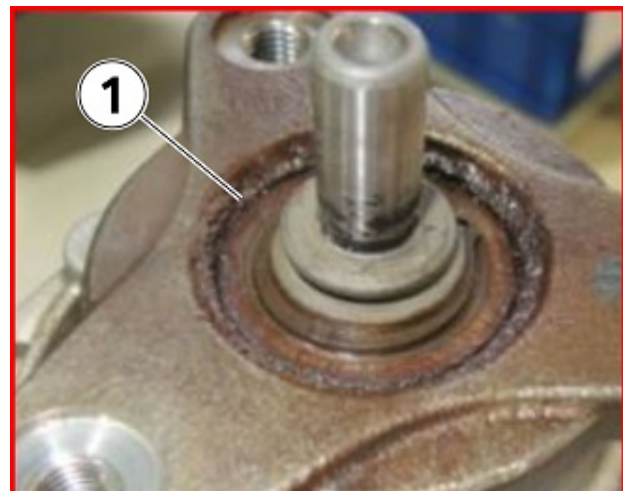
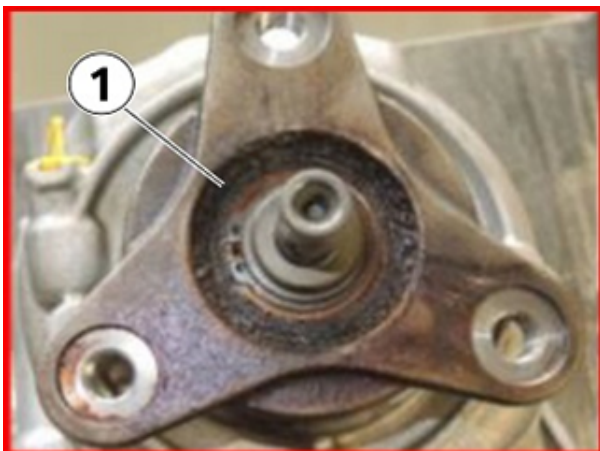
If an aluminum style (EGG) (2) is installed, it will **need** to be replaced and the output flange will need to be inspected.

Continue to Step 2.

1. Use Repair Instruction **26 11 051 Replacing flexible disc for front propeller shaft** to access the output flange on the transfer case. Inspect the flange for friction rust. See examples below.



Typical output flanges without friction rust build up (1). No further repair is necessary if there is no friction rust around the splines of the output flange.

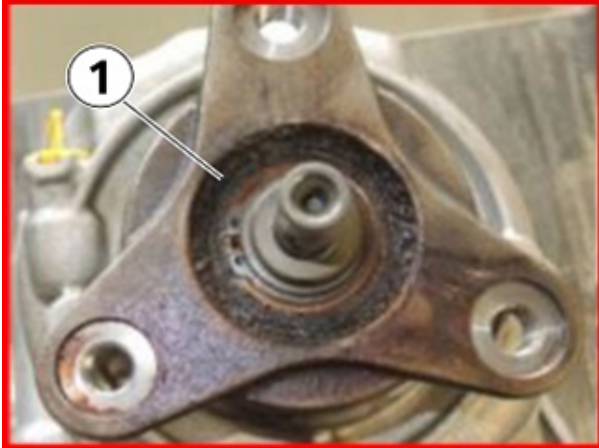


Output flanges with friction rust (1). Flanges with excessive friction rust will require transfer case replacement.

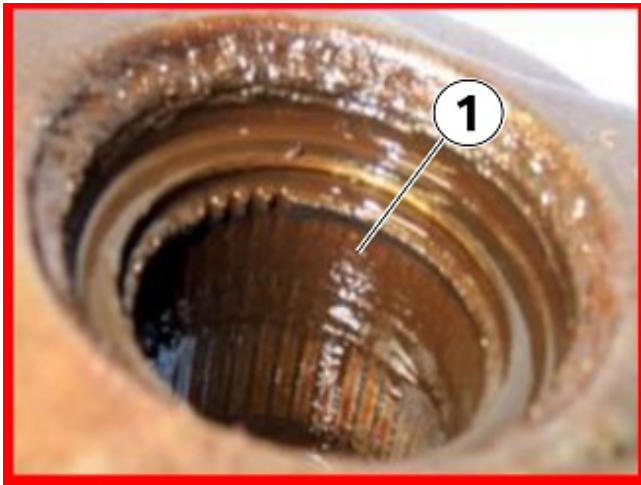
If rust build up cannot be determined by visual inspection, the flange will need to be removed for further diagnosis. Continue to Step 3.

2. Remove the output flange following Repair Instruction **27 21 020 Replacing radial shaft seal for output flange (ATC 35L)**.

Inspect the splines on both the output flange and the transfer case output shaft (1).



Typical flange and output shaft **without** any friction rust damage (1). Reinstall the flange (with new radial oil seal, O-ring and retaining ring) and reassemble the vehicle with new flex disc.



Flange and output shaft **with** friction rust damage (1). The transfer case will need to be replaced (with new flex disc).

NOTE: The transfer case needs to be replaced if either the flange or the output shaft are worn. Photo documentation will also be required. Take a sharply focused and well lit digital photo of the worn parts and send, with the VIN, to transfercase_check@bmw.com.

Follow Repair Instruction **27 10 020 Installing exchange transfer box (ATC 35L)**.

[PARTS INFORMATION](#)

Please monitor the Parts Matrix and DCS messages for the parts ordering procedure.

Due to a limited supply of spare parts, a Hotline TSARA Case (not TC) is needed with photo documentation of the inspection for Recall IDS Ticket approval (transfer case shaft seal or transfer

case).

Only use and invoice the part numbers below that apply.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of claim.

Part Number	Description	Quantity
26 11 7 610 061	Flexible disc	1
26 12 7 536 563	Self-locking hexagon nut	3
26 11 7 635 643	Hexagon bolt	3
33 12 7 607 158	Insert nut repair kit	1
18 30 8 632 361	Clamp	1
07 11 9 904 024	Hexagon nut	2
Parts required for flange inspection (inspection passed)		
27 10 7 546 667	Shaft sealing ring	1
27 10 7 599 326	O-ring	1
27 10 7 539 525	Retaining ring	1
And only if the flange inspection fails		
27 10 7 649 725	Transfer box exchange	1

Bulk Fluid - Sublet

Part Number	Description	Quantity
83 22 2 409 710	DTF (1000 ml, 1 liter)	As needed

Additionally, other small parts that are not specified above, such as one-time use screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when applicable, the part numbers listed above that apply:

Defect Code:	0027100100	F3x N47 Replace flexible disc and check and if required replace transfer box
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The vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 969	Checking the flexible disc (Visual), GS 105 installed (No repair is necessary)	3 FRU
Or:			
# 2	00 68 970	Checking flexible disc and transfer box output flange (Visual) and replacing the EGG installed flexible disc only	Refer in AIR
And, if needed	00 68 971	After checking, replacing the transfer box (includes programming and encoding the vehicle's control units , connecting an approved battery	37 FRU (F30); 40 FRU (F31)

		charger/power supply and performing a vehicle test) (with 00 68 972)	
Or:	00 68 972	Additional work to remove flange and checking splined shaft (Transfer box replacement is necessary)	2 FRU
And, if needed	00 69 539	After checking, replacing the transfer box (Includes connecting an approved battery charger/power supply and performing a vehicle test) (with 00 68 972)	Refer in AIR
And:	00 68 986	Additional work to replace the flexible disc (With transfer box replacement)	1 FRU
And:	00 69 540	Administrative effort (photo documentation with the VIN, to transfercase_check@bmw.com)	2 FRU

Or:

The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)-

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 68 353	Checking the flexible disc (Visual), GS 105 installed (No repair is necessary)	5 FRU
Or:			
# 4	00 68 354	Checking flexible disc and transfer box output flange (Visual) and replacing the EGG installed flexible disc only	Refer in AIR
And, if needed	00 68 971	Additional work to remove flange and checking splined shaft (Transfer box is OK , replace sealing ring and re-assemble)	6 FRU
Or:	00 68 972	Additional work to remove flange and checking splined shaft (Transfer box replacement is necessary)	2 FRU
And, if needed:	00 69 539	After checking, replacing the transfer box (includes programming and encoding the vehicle's control units , connecting an approved battery charger/power supply and performing a vehicle test) (with 00 68 972)	Refer in AIR
And:	00 68 986	Additional work to replace the flexible disc (With transfer box replacement)	1 FRU
And:	00 69 540	Administrative effort (photo documentation with the VIN, to transfercase_check@bmw.com)	2 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments (Repair without Transfer Box Replacement)-

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B27 01 20 WP 1), unless otherwise required by State law.

Consequential Repair (Transfer Box Replacement)-

Claim this item under the special defect code listed above with the applicable additional special labor operations provided.

Please explain this consequential repair work (the why and what) on the repair order and in the claim comments section.

And, as needed:

Sublet – Bulk Materials (RO and Claim Comments Required)-

Sublet Code 4	Up to \$20.00	Reimbursement for the repair-related bulk material (Top-up) (Do not use the BMW part number for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) is at the dealer net price amount for the quantity used plus your center's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)-

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.

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs-

If your center is presented with a reimbursement request, BMW of North America, LLC will reimburse qualifying customer-pay repairs to address the issue described in this bulletin that were performed on Affected Vehicles **prior** to the release of this Recall Service Information bulletin.

Please proceed as applicable:

The customer arrives with an affected vehicle to your workshop-

Perform the open Recall repair outlined in this bulletin, and if the prior repair qualifies (see below), submit for both the Recall repair and the customer-pay reimbursement (Separate repair line items/separate defect codes).

Or:

The customer only presents your center with a customer-pay invoice for the prior repair-

If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

Customer-pay Invoice Review and Reimbursement Procedure-

Review and verify that the prior 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.

If this prior repair qualifies, reimburse the customer (labor and parts).

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 20V-185: REPLACING THE FLEX DISC AND INSPECTING THE TRANSFER CASE - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
- Additionally, explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

Repairs that do not qualify for Reimbursement-

Repairs that do not qualify for reimbursement include repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

Supporting Materials

[picture_as_pdf B270120_2020-F30-31-TransferCase-QA-\(7May2020\).pdf](#)

[picture_as_pdf B270120 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-185: CV-Joint / Transfer Case – B27 01 20

BMW AG is conducting a Voluntary Safety Recall (effective March 25, 2020) on certain Model Year 2013 - 2016 BMW 3 Series models that were produced between September 14, 2012 and June 30, 2015.

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.

**Constant-Velocity Joint / Transfer Case
Safety Recall 20V-185
Model Year 2013-2016
BMW 3 Series Diesel AWD
*Last Updated 05/07/2020***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2013-2016 BMW 3 Series Diesel all-wheel-drive (AWD) vehicles in the US, produced between September 2012 and June 2015, are potentially affected.
- Q2. What is the specific issue?**
The constant-velocity joint, which transfers power between the transfer case and the rear drive shaft, could become worn over time. This could affect power to the rear wheels. Power to the front wheels is maintained but may only be temporary. When the vehicle comes to rest, although the transmission lever could be moved to the “Park” position, the vehicle may not be in Park and could move.
- Q3. Why are other BMW Group vehicles not included in this Safety Recall?**
Other vehicles were equipped with a different type of constant-velocity joint.
- Q4. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.
- Q5. Can I determine if this issue exists in my vehicle?**
No.
- Q6. Can I continue to drive my vehicle (before I receive my letter)?**
Yes. However, when you receive a letter requesting you to make an appointment to have this Safety 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.
- Q7. How will my vehicle be repaired?**
The constant-velocity joint will be replaced. The transfer case will be inspected and, if necessary, replaced for free and will take several hours.
- Q8. Is BMW Group aware of any accidents or injuries in the US, involving these BMW Group vehicles associated with this Safety Recall?**
No.
- Q9. How will I be informed of this Safety Recall?**
Letters will be mailed in May via First Class mail advising owners of this Safety Recall and, if parts are available, to schedule an appointment with an authorized BMW center to have this Safety Recall performed. If parts are not available, a follow-up letter will be mailed when parts become available, advising owners to schedule an appointment to have the Safety Recall performed. 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.
- Q10. Do I have to wait for my letter to have my vehicle serviced?**
Yes. BMW is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.