



SIB 32 02 20

2020-08-04

RECALL 20V-434: REWORK STEERING SPINDLE (STOP DRIVE).

This Service Information Bulletin (Revision 2) replaces SI B32 02 20 **dated July 2020**.

### What's New:

- Procedure: Step 5 and 6 added
- Parts information

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.

## MODEL

E-Series	Model Description	Production Date
F96	X6 M Sports Activity Coupe	February 23, 2020
G05	X5 Sports Activity Vehicle	December 5, 2018 – January 31, 2020

## SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 21, 2020) on a very small number of Model Year 2019-2020 BMW vehicles that were produced between December 5, 2018 and February 23, 2020.

The steering spindle may not have been properly attached to the vehicle structure. Over time, it could become loose and, in an extreme case, could affect vehicle handling and control, increasing the risk of a crash.

## CAUSE

During the assembly process, the steering spindle collar may not have been screwed on properly.

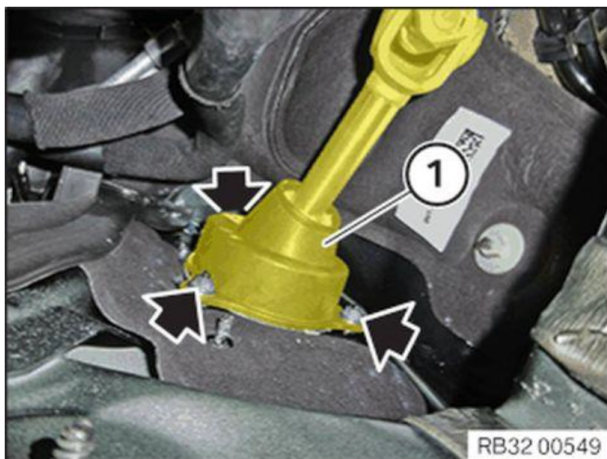
## CORRECTION

Inspect the steering spindle screw connection for proper fit, and replace the steering spindle if necessary.

## PROCEDURE

1. Remove the plastic engine cover.

Note: Remove the right side airbox for models with N63M (8 cylinder engine).



2. Using a borescope ([SI B04 08 17](#) or [B04 14 18](#)) identify the 3 nuts securing the steering spindle (1) to the bulkhead.

**Note:** Photo is shown looking up from underneath the vehicle.

Document your findings on the attached Feedback Form along with photos identifying the 3 nuts.

3. Using a 10mm socket on a long extension, check whether the 3 nuts can be turned by hand. Document finding on the attached Feedback Form.

4. Inspect the steering shaft collar position.

Are the collar guides still on the stud bolts of the bulkhead?

**No:** Replace the steering shaft as per REP 32 21 070

**Yes:** Tighten the nuts to the specified torque 8 Nm as per the REP 32 21 070 and, if necessary, replace the nuts if found to be damaged. **Do not use a swivel adapter when torquing the nuts.**

Document your findings on the attached Feedback Form.

5. After completing the inspection, with no further work necessary. Submit the Attached Feedback Form to the email address supplied and release the vehicle back to the customer.

6. If parts are required, refer to the Parts Matrix for the ordering procedure.

#### Note: Missing nuts

QTY	Recommendation
1	Install new nut
2	Check for correct collar position, install new nuts
3	Replace steering spindle, install new nuts

## PARTS INFORMATION

The Bulletin is being published with the inspection procedure as parts may not be required. The Bulletin will be updated with the parts list once parts become available.

If parts are required, refer to the Parts Matrix (via DealerSpeed) for the ordering procedure.

## WARRANTY INFORMATION

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

Defect Code:

**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 785	<b>Inspect and rework the steering spindle, collar guides are still on the bulkhead stud bolts (includes Administrative effort, form and photo documentation with the VIN and mileage, to <a href="mailto:steering.spindel@bmwgroup.com">steering.spindel@bmwgroup.com</a>)</b>	13 FRU (G05 B48, B58); 25 FRU (G05 N57); 65 FRU (G05 N63); 82 FRU (F96)
Or:			
# 2	00 69 786	<b>Inspect and replace the steering spindle (includes Administrative effort, form and photo documentation with the VIN and mileage, to <a href="mailto:steering.spindel@bmwgroup.com">steering.spindel@bmwgroup.com</a>)</b>	16 FRU (G05 B48, B58); 29 FRU (G05 N57); 75 FRU (G05 N63); 92 FRU (F96)

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 69 256	<b>Inspect and rework the steering spindle, collar guides are still on the bulkhead stud bolts (includes Administrative effort, form and photo documentation with the VIN and mileage, to <a href="mailto:steering.spindel@bmwgroup.com">steering.spindel@bmwgroup.com</a>)</b>	15 FRU (G05 B48, B58); 27 FRU (G05 N57); 66 FRU (G05 N63); 83 FRU (F96)
Or:			
# 4	00 69 257	<b>Inspect and replace the steering spindle (includes Administrative effort, form and photo documentation with the VIN and mileage, to <a href="mailto:steering.spindel@bmwgroup.com">steering.spindel@bmwgroup.com</a>)</b>	17 FRU (G05 B48, B58); 31 FRU (G05 N57); 76 FRU (G05 N63); 94 FRU (F96)

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

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B32 02 20 WP 1), unless otherwise required by State law.

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-434: REWORK STEERING SPINDLE - 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.

**QUESTIONS REGARDING THIS BULLETIN**

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture\\_as\\_pdf B320220 Recall Notice.pdf](#)

[picture\\_as\\_pdf B320220 Feedback form.pdf](#)

[picture\\_as\\_pdf B320220\\_2020-G05-F96-SteeringSpindle-QA-\(21Jul2020\).pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 20V-434: Rework Steering Spindle (STOP DRIVE) – B32 02 20

BMW AG is conducting a Voluntary Safety Recall (effective July 21, 2020) on a very small number of Model Year 2020-2021 BMW vehicles that were produced between December 5, 2018 and February 23, 2020.

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

**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.

Feedback Form**STOP020646 G05 G06 G07 F96 steering spindle**

Send feedback to: [steering.spindle@bmwgroup.com](mailto:steering.spindle@bmwgroup.com)

17 Digit VIN:

Mileage :

	Yes	No	Comment
Are all 3 nuts of the steering spindle cuff installed?			
Are the 3 nuts rotatable by hand?			
Is the steering spindle cuff still in the guide of the standing bolts?			

Pictures:



**Steering Spindle  
Safety Recall 20V-434 Model Year  
2020-2021 X5 SAV / X6M SAC  
Last Updated 07/21/2020**

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**  
A very small number of Model Year 2020-2021 BMW X5 SAV and X6M SAC models in the US are potentially affected.
- Q2. What is the specific issue?**  
The steering spindle may not have been properly attached to the vehicle. Over time, the spindle could become loose and, in an extreme case, could affect vehicle handling and control, increasing 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 steering spindle was properly attached to the vehicle.
- 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 steering spindle will be inspected and, if necessary, properly attached. If necessary, the spindle will be replaced. This will be performed for free by an authorized BMW center.
- Q7. 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](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.