



SIB 31 02 20

2020-11-30

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

This Service Information Bulletin (Revision 1) replaces SI B31 02 20 **dated October 2020**.

What's New (Specific text highlighted):

- Cause
- Correction
- Procedure
- Parts Information
- Warranty information

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.

CAUSE

Due to an error in the welding process, the tension strut bearing bracket was not welded correctly to the front axle support.

CORRECTION

Replace the front axle support.

PROCEDURE

Replace the front axle support according to repair instructions REP31 11 001.

Note:

For sDrive vehicles and models F95/96, refer to the appropriate attached REP until they are added to ISTA/AIR.

PARTS INFORMATION

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 the claim.

Part Number	Description	Quantity
31 10 6 884 852	Front axle support	1
07 14 6 886 617	Multi-purpose bolt ASA (M10x27 10.9 ZNS)	10
07 11 9 908 587	Star-socket screw (BM12X1,5X50-10.)	4
07 11 9 908 507	Star-socket screw (BM12X1,5X40-U1-)	4
07 14 6 885 922	Multi-purpose bolt ASA (M12x1,5x90)	4
31 10 6 872 063	Hex bolt with washer (M14x54x1.5)	2
33 17 6 760 342	Hex bolt (M14x1,5x110)	2
33 30 6 760 349	Self-locking collar nut (M14x1,5-10 ZNS3)	2
07 14 6 885 653	Locking nut (M14x1.5-10 ZNS3)	2
07 14 6 885 389	Star-socket screw (M14x1.5x119)	2
33 30 6 787 062	Combination nut (M14x1,5-10ZNNIV)	2
32 30 6 778 609	Torx bolt (M8X33)	1
37 10 6 789 678	Hex nut with flange (M12x1,5-10-ZNS3)	2
07 11 9 906 938	Hexagon screw with flange (M12x1,5x25-10.9)	1 (2 w/N63B)
07 11 9 907 837	Hex bolt (M12x1,5x120)	1 (2 w/N63B)
07 11 9 908 596	Screw (M12x1,5x48)	8
07 14 7 483 888	Hex bolt (M10X55 10.9 ZNS)	1 (3 for F95/F96)
51 64 9 907 859	Hex bolt (M8X20-PC-ZNS3)	4
Additional parts	SA2VP adaptive suspension	
07 12 9 909 366	Screw (K-M6GFX20 ZNS3)	2
Additional parts	SA3E3 xOffroad Package	
07 14 9 229 516	Hex bolt with washer (M8x27)	10

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 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 70 549	Replace front axle carrier including wheel alignment and adjust front axle (KDS without loading the vehicle) (Additional work for integral active steering HSR, Active stabilizer, front as applicable)	88 FRU (G05-X5 xDrive45e); 92 FRU (G05-X5 sDrive40i); 96 FRU (G05-X5 M50i); 97 FRU (G07-X7 M50i); 98 FRU (G06-X6 M50i); 98 FRU (G07-X7 xDrive40i); 99 FRU (G05-X5 xDrive40i); 99 FRU (X5 xDrive50i); 100 FRU (G06-X6 xDrive40i); 101 FRU (F95-X5 M); 102 FRU(F96-X6 M)

And, if necessary:	00 70 550	Additional work – adjust rear axle (KDS without loading)	10 FRU
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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
# 2	00 70 037	Replace front axle carrier including wheel alignment and adjust front axle (KDS without loading the vehicle) (Additional work for integral active steering HSR, Active stabilizer, front as applicable)	90 FRU (G05-X5 xDrive45e); 94 FRU (G05-X5 sDrive40i); 98 FRU (G05-X5 M50i); 98 FRU (G07-X7 M50i.); 99 FRU (G06-X6 M50i); 100 FRU (G05-X5 xDrive40i) 100 FRU G07-X7 xDrive40i); 101 FRU (G05-X5 xDrive50i); 101 FRU (G06-X6 xDrive40i); 102 FRU (F95-X5 M); 104 FRU (F96-X6 M)
And, if necessary:	00 70 550	Additional work – adjust rear axle (KDS without loading)	10 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

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B31 02 20 WP 1), unless otherwise required by State law.

And, as needed:

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

Sublet Code 4	Up to \$5.00	Reimbursement for the repair-related bulk material (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.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained with a 50/50 coolant/water solution.

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.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

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.
- 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.
- Q8. How will my vehicle be repaired?**
The front axle support will be replaced for free and will take several hours.