

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 21V-xxx: Steering Spindle
Date: Friday, January 22, 2021 11:01:29 AM

Publish Date: January 22, 2021
From: Technical Service
Expiration Date: February 12, 2021

DCSnet Message
Urgent



Subject: **BMW Recall 21V-xxx: Steering Spindle**

BMW AG is conducting a Voluntary Safety Recall (effective January 22, 2021) on a small number of Model Year 2021 BMW vehicles that were produced between September 8, 2020 and September 17, 2020.

Please see attached for additional information. The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

-  [B320121_Recall_Notice\[821dc4ce\].pdf](#)
-  [B320121\[821dc4cd\].pdf](#)
-  [B320121_2021-BMW-MY2021-G05-06-07-F95-SteeringSpindle-FAQ-\(22Jan2021\)\[821dc4cc\].pdf](#)
-  [B320121_Recall_Notice\[821dc4ce\].pdf](#)
-  [B320121\[821dc4cd\].pdf](#)
-  [B320121_2021-BMW-MY2021-G05-06-07-F95-SteeringSpindle-FAQ-\(22Jan2021\)\[821dc4cc\].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 32 01 21

2021-01-22

RECALL 21V-XXX: STEERING SPINDLE

MODEL

E-Series	Model Description	Production Date
F95	X5 M Sports Activity Vehicle	September 8, 2020 – September 12, 2020
G05	X5 Sports Activity Vehicle	September 8, 2020 – September 16, 2020
G06	X6 Sports Activity Coupe	September 9, 2020 – September 17, 2020
G07	X7 Sports Activity Vehicle	September 10, 2020 – September 16, 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 January 22, 2021) on a small number of Model Year 2021 BMW vehicles that were produced between September 8, 2020 and September 17, 2020.

The steering spindle may not have been assembled to specifications. If this occurred, it would be noticed by unusual noise and/or some “play” in the steering system.

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 B320121_2021-BMW-MY2021-G05-06-07-F95-SteeringSpindle-FAQ-\(22Jan2021\).pdf](#)

[picture_as_pdf B320121 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 21V-xxx: Steering Spindle – B32 01 21

BMW AG is conducting a Voluntary Safety Recall (effective January 22, 2021) on a small number of Model Year 2021 BMW vehicles that were produced between September 8, 2020 and September 17, 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 21V-xyz
Steering Spindle
Model Year 2021
BMW X5/X5M SAV / X6 SAC, X7 SAV
Initial Release: 01/22/2021

Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?

A small number of Model Year 2021 BMW X5/X5M SAV, X6 SAC, and X7 SAV models in the US, produced in September 2020, are potentially affected.

Q2. What is the specific issue?

The steering spindle may not have been assembled to specifications. If this occurred, it would be noticed by unusual noise and/or some “play” in the steering system.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models have had the steering spindle assembled according to specifications.

Q4. Can I continue to drive my vehicle?

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.

Q5. Can I determine if this issue exists in my vehicle?

If you notice an unusual noise from the area of the steering system, or notice extra “play” within the steering system, your vehicle may be experiencing this issue. If this issue occurs, carefully move away from traffic and pull over to a safe location as soon as possible. If it is safe to do so, all occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle. **Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.**

Q6. How did BMW Group become aware of the issue?

BMW Group became aware of the issue through our quality control procedures.

Q7. How will I be informed of this Safety Recall?

Letters will be mailed to owners in February via First Class mail advising them of this Safety Recall and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at www.bmwusa.com/dealer. To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free and will give them access to factory-initiated campaigns and other information specific to their BMW.

Q8. How will my vehicle be repaired?

The steering system will be inspected and, if necessary, repaired for free and may take several hours.

Q9. 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.