



SIB 32 01 21

2021-02-18

RECALL 21V-031: STEERING SPINDLE

This Service Information Bulletin (Revision 1) replaces SI B32 01 21 **dated January 2021**.

What's New (Specific text highlighted):

- Correction, Procedure, Parts, Warranty added

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 |
|----------|------------------------------|---|
| 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

Affected vehicles which require this 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.

CORRECTION

Inspect the universal joint bolted connection at the steering spindle to the universal joint (lower shaft). If necessary, replace the steering spindle and universal joint.

PROCEDURE

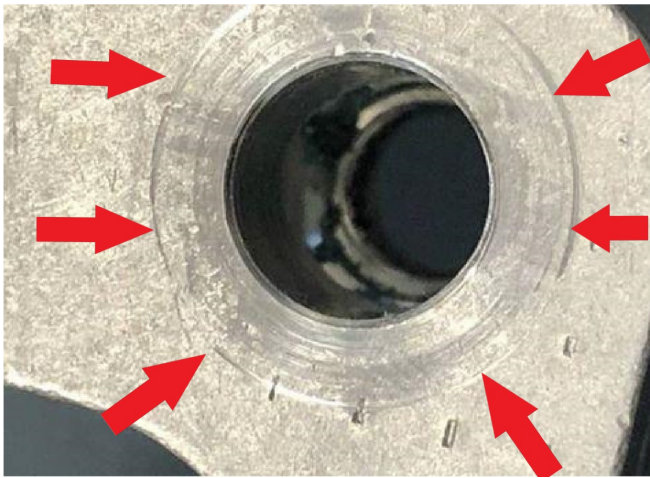
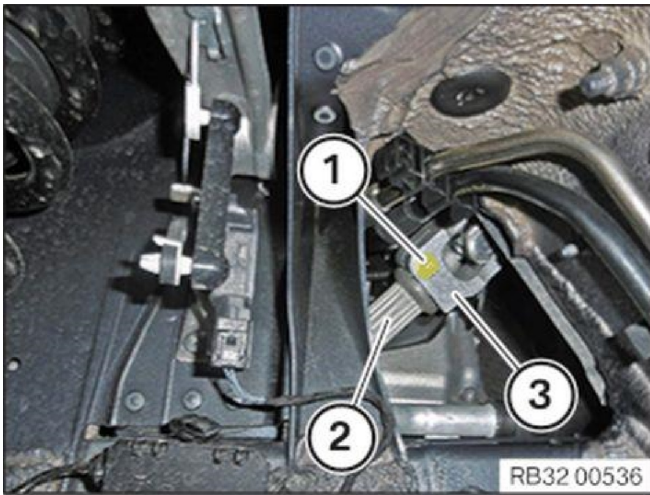
1. Remove the wheel arch cover, rear side, from the left front of vehicle as per REP51 71 039.

2. Remove the bolt (1) from the steering spindle universal joint connection (3).

3. Inspect universal joint for imprint from the bolt head.

NOTE: A clear photo of the universal joint surface where the bolt head contacts it (see next photo), regardless of results, must be submitted immediately via a TSARA info case.

The case is for documentation only and not a request for authorization.



4. Can an imprint of the bolt head be seen on the universal joint surface as indicated in the area of the red arrows?

Yes, replace the bolt, and torque to specifications per REP 32 31 211

No, replace the steering spindle and universal joint as per REP 32 31 070 and 32 32 211

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 |
|---------------------|--|----------|
| 32 30 6 778 609 | Torx bolt (M8X33) | up to 3 |
| If necessary | | |
| 07 14 6 886 617 | Multi-purpose bolt ASA (M10x27 10.9 ZNS) | 10 |
| G05 G06 G07 | | |
| 32 30 6 871 958 | Steering Spindle | 1 |
| 32 30 6 871 959 | Double joint* | 1 |
| F95 | | |
| 32 30 8 074 172 | Steering Spindle | 1 |
| 32 30 6 871 959 | Double joint* | 1 |

*aka universal joint

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 required, the part numbers listed above that apply:

| | |
|--------------------------------|-----|
| Defect Code: 0032180300 | --- |
|--------------------------------|-----|

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 70 693 | Checking the steering shaft, replacing the screw (No repair necessary) | 7 FRU (G05, G07, F95); 8 FRU (G06) |
| Or: | | | |
| # 2 | 00 70 694 | Checking the steering shaft, replacing the steering shaft and universal joint | 20 FRU (G05, G06, G07); 23 (G05 X5 xDrive45e); 67 (G07 X7 M50i); 91 FRU (F95) |

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 70 168 | Checking the steering shaft, replacing the screw (No repair necessary) | 9 FRU (All) |
| Or: | | | |
| #4 | 00 70 169 | Checking the steering shaft, replacing the steering shaft and universal joint | 21 FRU (G05, G07); 22 FRU (G06); 24 FRU (G05 X5 xDrive 45e); 68 FRU (G07 X7 M50i); 93 FRU (F95) |

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. 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: B32 01 21 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 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 issue and 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 | Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. |
| Parts inquiries | Submit an IDS ticket to the Parts Department |

Supporting Materials

[picture_as_pdf B320121 Recall Notice.pdf](#)

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

SAFETY RECALL NOTICE

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

RE: Recall 21V-031 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-031
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.