



SIB 33 01 21

2021-03-02

RECALL 21V-XXX: OUTPUT SHAFT(S)

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 1) replaces SI B33 01 21 **dated January 2021**.

What's New (Specific text highlighted):

- Entire Content

MODEL

E-Series	Model Description	Production Date
G12	7 Series Sedan	March 13, 2020 – June 9, 2020
G30	5 Series Sedan	May 29, 2020 – June 26, 2020

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective January 28, 2021) on a small number of Model Year 2020-2021 BMW vehicles that were produced between March 13, 2020 and June 26, 2020.

The output shafts (left / right) which transfer power from the driveshaft to the rear wheels, may not have been produced to specifications. Over time, the shaft(s) could become damaged and break, affecting vehicle handling and control, and increase the risk of a crash.

CORRECTION

For **G12** vehicles, the **right rear** output shaft must be replaced.

For **G30** vehicles, the **left rear** output shaft must be replaced.

PROCEDURE

Replace the rear output shaft according to repair instructions **33 21 000 Removing and installing/replacing left or right output shaft**

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
33 20 8639474	Output shaft at rear right (G12 G32 B58)	1
33 20 8664049	Output shaft at rear left (G30 G31 B48 B46)	1
33 20 8664621	Output shaft at rear left (G30 G31 B58)	1
31 20 6866022	Collar bolt with compression spring (M16x1.5x66)	2 (if required)
33 10 7564416	Sealing kit of rear axle differential (type 188/205)	1
07 11 9906460	Hexagon screw with washer (M12x1.5x110)	2
33 30 6787062	Multi-purpose nut (M14x1.5-10ZNNIV)	1
33 17 6760336	Hexagon screw with washer (M14x1.5x133ZNS3)	1
33 12 7607158	Recessed nut repair kit (M39x1.5x20)	1
18 30 8631986	V-clip (D = 80.0 mm), G30, G12	1

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18 30 7525607	Hexagon nut (M8)	1 (if required)
18 30 9909376	Hexagon screw (M8X25)	1 (if required)
07 11 9904024	Hexagon nut (M8-ZNS3)	4 (if required)
64 50 9123157	Self-locking hexagon nut (M6)	8 (if required)
07 11 9906089	Collar nut (M8-8-SC-ZNNIV)	4 (if required)
07 11 9904024	Hexagon nut (M8-ZNS3)	4 (if required)

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: 0033170200	---
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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 70 708	Replacing the output shaft on the left or right	33 FRU (G12 Right Rear); 26 FRU (G30 Left Rear)

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 70 182	Replacing the output shaft on the left or right	35 FRU (G12 Right Rear); 28 FRU (G30 Left Rear)

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: B33 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 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 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 B330121 Recall Notice.pdf](#)

[picture_as_pdf B330121_2021-BMW-MY2020-21-G12-30-OutputShafts-FAQ-\(28Jan2021\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 21V-xxx: Output Shaft(s) – B33 01 21

BMW AG is conducting a Voluntary Safety Recall (effective January 28, 2021) on a small number of Model Year 2020-2021 BMW vehicles that were produced between March 13, 2020 and June 26, 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
Output Shafts (Left / Right)
Model Year 2020-2021
BMW 5 Series, 7 Series
Initial Release: 01/28/2021**

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

A small number of Model Year 2020-2021 BMW 5 Series and 7 Series in the US, produced between March and June 2020, are potentially affected.

Q2. What is the specific issue?

The output shafts (left / right) which transfer power from the driveshaft to the rear wheels, may not have been produced to specifications. Over time, the shaft(s) could become damaged and break, affecting vehicle handling and control, and increase the risk of a crash.

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

Other models have output shafts produced 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?

No. However, 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 March 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 affected output shaft(s) will be replaced 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.