



SIB 32 05 24

2024-10-16

RECALL 24V-714: STEERING SHAFT (DOUBLE UNIVERSAL JOINT)

This Service Information Bulletin (Revision 2) replaces SI B32 05 24 **dated September 2024**.

What's New:

- SIB title updated
- Cause added
- Correction added
- Parts Information added
- Claim information 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 if the campaigns have a status of remedy available. Otherwise, please release the vehicle.

MODEL

E-Series	Model Description	Production Date
G60	5 Series Sedan & i5 Sedan	June 17, 2024 – September 4, 2024
G70	7 Series Sedan & i7 Sedan	June 17, 2024 – September 4, 2024

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of September 19, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective September 18, 2024) on certain Model Year 2024 - 2025 BMW vehicles that were produced between June 17, 2024, and September 4, 2024.

As of September 25, 2024, this Delivery Stop has been upgraded to a Safety Recall.

During certain steering maneuvers, the steering spindle could become damaged and break. In rare cases, a larger steering effort could be unexpectedly needed, which could increase the risk of a crash.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

The Recall Notice and FAQ have been attached for further information.

CAUSE

Manufacturing error of the double universal joint, also known as “universal joint” in REP; or “swivel joint” in ETK.

CORRECTION

Replace the double universal joint as per REP 32 31 210 “Replacing the universal joint”.

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00... "Observe safety instructions when handling electric vehicles".

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Service Disconnect Switch and lock out) by a properly trained HV technician, who has a minimum HV Qualification level after completing the Technical Training Course "ST2324 High Voltage Drivetrain Systems" which as of 1/2023* includes ST1824 Alternative Drive Part 1.

* Note: As of January 2023, the HV component portion of the "ST2205 Generation 5 High-voltage class" (except for the High Voltage Battery) has been merged into "ST2324 High Voltage Drivetrain Systems".

Up to Generation 4 Vehicles once vehicle's HV system is disabled (the "Blitz" - lightning bolt icon is displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

For Generation 5 Vehicles however, the specific vehicle training is required to diagnose, remove and service any HV component and it is NOT allowed for non HV certified technicians to work on the high voltage system.

High Voltage Battery removal and rework can ONLY be performed by a High-voltage Certified Technician with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle, for example:

To repair GEN4 HV battery of G05 PHEV a certification from Technical Training Course "ST2006 – SP44 HV Battery" or equivalent ST1825 – Alternative Drive Part 2 is required (or as of 1/2023 the equivalent "ST 2325 for High Voltage Battery Systems").

And

To repair A GEN5 HV battery the Technical Training Course "ST2205 Generation 5 High-voltage class" is required or as of 1/2023* the equivalent "ST 2325 for High Voltage Battery Systems".

*Note: As of January 2023, the "ST2205 Generation 5 High-voltage stand-alone class" has been merged into "ST2324 for High Voltage Drivetrain Systems" and "ST2325 for High Voltage Battery Systems"

PARTS INFORMATION

Only use and invoice the applicable part numbers below.

For G60/G70 without S68T

Part Number	Description	Quantity
32 30 5 B6C 2A5	Swivel joint	1
32 30 6 778 609	Torx bolt (M8 x 33)	2

For G70 BEV

Part Number	Description	Quantity
32 30 5 B6C 2A8	Swivel joint	1
32 30 6 778 609	Torx bolt (M8 x 33)	2

For G70 with S68T

Part Number	Description	Quantity
32 30 5 B6C 2A7	Swivel joint	1

32 30 6 778 609	Torx bolt (M8 x 33)	2
31 50 8 860 349	Repair kit oil seal on output	1
33 13 1 214 961	Retaining ring	1
31 10 6 765 451	Combination nut (M10-22H ZNS3)	1
31 10 6 789 333	Torx screw (M10x59-10.9 ZNS)	1
33 11 7 525 064	Screw plug with O-ring	2
34 10 6 864 424	Torx screw with washer (M12X1,5X43 ZNS3)	2
07 11 9 906 100	Hexagon collar screw (M14x1,5x95 10.9)	1
33 30 6 787 062	Combination nut (M14x1,5-10ZNNIV)	1
07 11 9 904 161	Hex screw with collar (M10x60)	1
37 10 6 789 678	Hex nut with flange (M12x1,5-10-ZNS3)	1
07 14 7 283 812	Plug-in nut (M10-10 ZNS3)	1
31 11 6 899 302	Multi-purpose bolt (10x45 ZNS3)	12
07 14 8 837 399	ASA-Bolt (M14x1,5x70 ZNS3)	4
31 20 6 866 022	Collar screw with spring (M16x1,5x66)	1
18 30 9 504 710	Gasket	2
18 30 7 597 650	Collar nut (M8)	8
07 14 7 483 888	Hex bolt (M10X55 10.9 ZNS)	4 Only if required

And for applicable vehicle repairs the following is required:

Sublet – Bulk Supply Materials

Part Number	Description	Quantity
83 22 2 471 487	Hypoid Axle Oil G5	Sublet as needed

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and part numbers above that apply.

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Repair Code:	0032660300	G6x G7x Replacing double universal joint
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Below are the special flat rate labor operation code choices for this action.

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

Work Pkg	Labor Operation	Description (Plusposition)	Labor Allowance
# 1	00 77 648	Replace double universal joint	As applicable

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 77 100	Replace double universal joint	As applicable

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 technician's RO notes and in the claim comments (For example: B32 05 24 WP 1), unless otherwise required by State law.

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Sublet – Bulk Supply Material (RO and Claim Comments Required)

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	See the sublet reimbursement calculation below
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the full and/or proportional quantity used plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

Reimbursements of Comparable Recall Remedy 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, a customer may still request the review of a repair that was performed on their vehicle which they paid for.

A qualifying customer pay repair, performed prior to the notification of Recall, must primarily be for a comparable recall remedy repair to replace either a damaged or broken steering spindle for the issue described in this Service Information Bulletin (Situation/Cause/Correction). Also, the repair must have been correctly, effectively, and completely performed as required by the applicable BMW Group approved repair standards and instructions (Procedure), including the required replacement part usage (Parts Information), for it to be considered and approved for reimbursement.

In the event of the above situation, 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 respond to your inquiry accordingly.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B320524 Recall Notice.pdf](#)
[picture_as_pdf B320524_24V-xyz-G60-70-90-SteeringSpindle-FAQ-\(25Sep2024\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-xxx: Steering Shaft – B32 05 24

BMW AG has issued a Delivery Stop (effective September 18, 2024) on certain Model Year 2024 - 2025 BMW vehicles that were produced between June 17, 2024, and September 4, 2024.

As of September 25, 2024, this Delivery Stop has been upgraded to a Safety Recall.

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
24V-xyz
Steering Spindle
Model Year 2024-2025
BMW 5 Series / i5, 7 Series / i7
Issue Date: 09/25/2024

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

Certain Model Year 2024-2025 BMW 5 Series / i5 and 7 Series / i7 models in the US are potentially affected.

Q2. What is the specific issue?

During certain steering maneuvers, the steering spindle could become damaged and break. In rare cases, a larger steering effort could be unexpectedly needed, which could increase the risk of a crash.

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

Other models have a steering spindle with the appropriate specifications.

Q4. Can I continue to drive my vehicle?

Yes. However, when you are notified by BMW of this Safety Recall that a remedy is available, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit bmwusa.com/recall. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

Q5. How did BMW Group become aware of the issue?

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

Q6. How will I be informed of this Safety Recall?

Owners of potentially affected vehicles will be notified via First Class mail advising them of this Safety Recall and to schedule an appointment with an authorized BMW center as soon as possible to have the remedy performed. For the latest updates to this Safety Recall, please visit bmwusa.com/recall.

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at bmwusa.com/myBMW. Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit bmwusa.com/recall and click on “**Manage recall notices and contact information**”.

Q7. How will my vehicle be remedied?

The steering spindle will be replaced for free which should take several hours.

Q8. Do I have to wait for BMW to contact me to have the remedy performed?

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit bmwusa.com/recall.