



SIB 36 04 19

2019-07-24

DELIVERY STOP & RECALL CAMPAIGN 19V-541: LEFT SIDE WHEEL BOLTS

MODEL

Engineering Designation	Model Description	Production Date
G05	X5 Sports Activity Vehicle	January 24, 2019
G07	X7 Sports Activity Vehicle	January 24, 2019

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) or with the Key Reader.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective July 16, 2019) on certain Model Year 2019 BMW vehicles that were produced on January 24, 2019.

The repair involves the left (driver's) side wheel bolts (front and rear) which are to be replaced and torqued to specification.

Approximately 5 vehicles are affected by this delivery stop/recall.

Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

The Recall Notice and Q&A have been attached for further information.-

CAUSE

The wheel bolts on the left (driver's) side of the vehicle may not have been torqued to specification.

CORRECTION

Replace all of the left side wheel bolts (front and rear) and tighten to the correct torque specification (140 Nm).

PROCEDURE

Replace all the wheel bolts on the left (driver's) side:

- Screw in all wheel bolts, and evenly tighten crosswise by hand in order to center the wheel rim
- Tighten the wheel bolts to the prescribed tightening torque (140 Nm) with a calibrated torque wrench in a crosswise sequence
- Check all the wheel bolts in the same order, or retighten to the prescribed tightening torque again

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
Refer to ETK or AIR	Wheel Bolt	10

WARRANTY INFORMATION

Reimbursement for this Delivery Stop/Recall Campaign will be via normal claim entry utilizing the following information:

Defect Code:	0036090200	Replace left (driver's) wheel bolts
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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:	Labor Allowance:	Description (Plus work):
# 1	00 68 540	3 FRU	Replace wheel bolts (all, left/driver's side)

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation:	Labor Allowance:	Description (Main work):
# 2	00 68 033	5 FRU	Replace wheel bolts (all, left/driver's side)

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B36 04 19 WP 1).

Supporting Materials

[picture as pdf 2019-G05-07-WheelBolts-QA-\(23Jul2019\).pdf](#)

[picture as pdf B360419 Recall Notice.pdf](#)

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SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 19V-541: Left Side Wheel Bolts (B36 04 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective July 16, 2019) on certain Model Year 2019 BMW vehicles that were produced on January 24, 2019.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

Wheel Bolts
Safety Recall 19V-541
Model Year 2019
BMW X5 / X7
Last Updated 07/23/2019

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Approximately 5 Model Year 2019 BMW X5 and X7 models in the US, produced in January 2019, are potentially affected.
- Q2. What is the specific issue?**
During vehicle assembly, one or more wheel bolts (on the left side of the vehicle) may not have been tightened to specifications. A loose wheel bolt could affect vehicle handling and control, and could increase the risk of a crash.
- Q3. Can I continue to drive my vehicle?**
No. Potentially affected vehicles should not be driven. Arrangements are being made for customers with potentially affected vehicles. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q4. Why are other BMW Group vehicles not included in this Safety Recall?**
The wheel bolts on other vehicles were tightened to specifications.
- Q5. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.
- Q6. How will my vehicle be repaired?**
The wheel bolts will be replaced for free and will take approximately one hour.
- Q7. Is BMW Group aware of any accidents or injuries in the US, involving these BMW Group vehicles associated with this Safety Recall?**
No.
- Q8. How will I be informed of this Safety Recall?**
Potentially affected customers are being contacted by phone, and arrangements are being made for the Safety Recall to be performed. Alternate transportation, if necessary, 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.