



SIB 31 04 19

2019-09-27

RECALL CAMPAIGN 19V-XXX: REPLACE RIGHT SWIVEL BEARING

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
G01	X3 Sports Activity Vehicle	August 27 thru September 3, 2019
G02	X4 Sports Activity Coupe	August 25 thru August 26, 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), Key Reader or Warranty Vehicle Inquiry.

Approximately 188 vehicles are affected by this recall.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective September 19, 2019) on a small number of Model Year 2020 BMW vehicles that were produced between August 25, 2019 and September 3, 2019.

One or both swivel bearings in the front suspension may not have been produced to supplier specifications. It could become damaged, affect vehicle handling and control, and increase the risk of a crash.

Potentially affected vehicles are not to be driven. Handle the vehicles very carefully when moving into the workshop.

CAUSE

The swivel bearing may not have been produced to supplier specifications.

CORRECTION

Replace the right swivel bearing.

PROCEDURE

Handle the vehicles very carefully when moving into the workshop.

Replace the right swivel bearing, as per repair manual RA 31 21 090 Replace left/right swivel bearing.

PARTS INFORMATION

Performing a part number look-up in ETK or AIR by VIN or model in place of using/invoicing the part numbers in this bulletin may result with the wrong parts being invoiced and installed.

Please refer to the Parts Matrix for the ordering procedure.

Part Number:	Description:	Quantity:
31 20 6 872 920	Spherical collar screw (M12x45)	4
07 11 9 906 095	Hexagon screw with flange (M12x1,5x80-10.9)	1
33 32 6 789 678	Hexagon nut with collar (M12x1,5-10 ZNS3)	1
34 11 6 868 785	Hex bolt (M6x12)	4

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34 21 1 161 806	Inner hex bolt (M8x14)	1
07 14 6 875 114	Hexagon nut with collar (M16x1,5)	2
34 50 9 804 151	ASA screw, thread-forming (M6x16)	1
31 20 6 866 022	Collar bolt with compression spring (M16x1,5x66)	1
34 10 6 864 424	Torx screw with washer (M12X1,5X43 ZNS3)	2
33 30 6 787 062	Combination nut (M14x1,5)	1
31 21 6 882 598	Carrier, right	1
Or, only for M40i		
31 21 6 882 596	Carrier, right	1

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	0031950100	Right swivel bearing
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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 68 653	Replacing right swivel bearing, includes checking wheel alignment (without load) and adjusting as necessary	28 FRU (X3 sDrive RWD); 29 FRU (X3 xDrive and X4 xDrive AWD)

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	Description (Main work)	Labor Allowance
# 2	00 68 118	Replacing right swivel bearing, includes checking wheel alignment (without load) and adjusting as necessary.	29 FRU (X3 sDrive RWD); 31 FRU (X3 xDrive and X4 xDrive AWD)

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: B31 04 19 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.

Supporting Materials

[picture_as_pdf 2019-G01-G02-SwivelBearing-QA-\(24ep2019\).pdf](#)

[picture_as_pdf B310419 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 19V-xxx: Replace Swivel Bearing (Stop Drive) – B31 03 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective September 19, 2019) on a small number of Model Year 2020 BMW vehicles that were produced between August 25, 2019 and September 3, 2019.

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.

**Swivel Bearing
Safety Recall 19V-xyz
Model Year 2020
X3 SAV / X4 SAC
*Last Updated 09/15/2019***

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**
Approximately 355 Model Year 2020 BMW X3 SAV and X4 SAC models in the US, produced between August and September 2019, are potentially affected.
- Q2. What is the specific issue?**
One or both swivel bearings may not have been produced to supplier specifications. It could become damaged, affect vehicle handling and control, and increase the risk of a crash.
- Q3. Can I continue to drive my vehicle?**
No. Potentially affected vehicles are not to 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 vehicles not included in this Safety Recall?**
The swivel bearings were produced to supplier specifications.
- Q5. How did BMW become aware of this issue?**
BMW became aware of this issue through its quality control procedures.
- Q6. How will my vehicle be repaired?**
The swivel bearing(s) will be replaced for free and will take approximately one hour.
- Q7. Is BMW aware of any accidents or injuries in the US, involving these BMW 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 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.