

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 20V-xxx: Rework Steering Spindle (STOP DRIVE)
Date: Tuesday, July 21, 2020 2:39:53 PM

Publish Date: July 21, 2020
From: Technical Service
Expiration Date: August 04, 2020

DCSnet Message
Urgent



Subject: BMW Recall 20V-xxx: Rework Steering Spindle (STOP DRIVE)

BMW AG is conducting a Voluntary Safety Recall (effective July 21, 2020) on a very small number of Model Year 2020-2021 BMW vehicles that were produced between December 5, 2018 and February 23, 2020.






Potentially affected vehicles are not to be driven.

Please review the attached documents for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

-  [B320220_Recall_Notice\[820d3b93\].pdf](#)
-  [B320220\[820d3b92\].pdf](#)
-  [B320220_2020-G05-F96-SteeringSpindle-QA-\(21Jul2020\)\[820d2bd9\].pdf](#)
-  [B320220_Recall_Notice\[820d3b93\].pdf](#)
-  [B320220\[820d3b92\].pdf](#)
-  [B320220_2020-G05-F96-SteeringSpindle-QA-\(21Jul2020\)\[820d2bd9\].pdf](#)

Recipients: BMW SAV (Light Trucks), CC-All
BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SIB 32 02 20

2020-07-21

RECALL 20V-XXX: REWORK STEERING SPINDLE (STOP DRIVE)

MODEL

E-Series	Model Description	Production Date
F96	X6 M Sports Activity Coupe	February 23, 2020
G05	X5 Sports Activity Vehicle	December 5, 2018 – January 31, 2020

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), ISPA Next or Warranty Vehicle Inquiry.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 21, 2020) on a very small number of Model Year 2020-2021 BMW vehicles that were produced between December 5, 2018 and February 23, 2020.

The steering spindle may not have been properly attached to the vehicle structure. Over time, it could become loose and, in an extreme case, could affect vehicle handling and control, increasing the risk of a crash.

Potentially affected vehicles are not to be driven.

The BMW Customer Relations Department will contact potentially affected customers and will inform them not to drive their vehicle and ask them which dealer they prefer to use. Customer Relations will then tow the vehicle and will ask assistance with providing loaner vehicles.

The recall notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Supporting Materials

[picture_as_pdf B320220 Recall Notice.pdf](#)

[picture_as_pdf B320220_2020-G05-F96-SteeringSpindle-QA-\(21Jul2020\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-xxx: Rework Steering Spindle (STOP DRIVE) – B32 02 20

BMW AG is conducting a Voluntary Safety Recall (effective July 21, 2020) on a very small number of Model Year 2020-2021 BMW vehicles that were produced between December 5, 2018 and February 23, 2020.

Potentially affected vehicles are not to be driven.

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.

**Steering Spindle
Safety Recall 20V-xyz
Model Year 2020-2021
X5 SAV / X6M SAC
*Last Updated 07/21/2020***

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**
A very small number of Model Year 2020-2021 BMW X5 SAV and X6M SAC models in the US are potentially affected.
- Q2. What is the specific issue?**
The steering spindle may not have been properly attached to the vehicle. Over time, the spindle could become loose and, in an extreme case, could affect vehicle handling and control, increasing 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 steering spindle was properly attached to the vehicle.
- 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 steering spindle will be inspected and, if necessary, properly attached. If necessary, the spindle will be replaced. This will be performed for free by an authorized BMW center.
- Q7. 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.