

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Recall 21V-xxx: Output Shaft(s)  
**Date:** Thursday, January 28, 2021 9:59:21 AM

Publish Date: January 28, 2021  
From: Technical Service  
Expiration Date: February 18, 2021

DCSnet Message  
**Urgent**



Subject: **BMW Recall 21V-xxx: Output Shaft(s)**

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 see attached for additional information. The bulletin will be updated when additional information becomes available.

Sincerely,  
Technical Service

Attachments:

-  [B330121\\_Recall\\_Notice\[821e6dea\].pdf](#)
-  [B330121\[821e6de9\].pdf](#)
-  [B330121\\_2021-BMW-MY2020-21-G12-30-OutputShafts-FAQ-\(28Jan2021\)\[821e6de8\].pdf](#)
-  [B330121\\_Recall\\_Notice\[821e6dea\].pdf](#)
-  [B330121\[821e6de9\].pdf](#)
-  [B330121\\_2021-BMW-MY2020-21-G12-30-OutputShafts-FAQ-\(28Jan2021\)\[821e6de8\].pdf](#)

Recipients: BMW Passenger Cars, CC-All, CC-All  
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SIB 33 01 21

2021-01-28

RECALL 21V-XXX: OUTPUT SHAFT(S)

## 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

## 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 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.

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 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](http://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](http://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](http://www.bmwusa.com/recall).