



RECALL 16V-311: REPLACE THE FRONT DRIVESHAFT

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

E70 (X5 incl M)	E71 (X6 incl M)	E72 (X6 ActiveHybrid)
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SITUATION

The universal joints in the front driveshaft may wear out prematurely. A worn universal joint may lead to undesirable vibrations and to an increased noise level in the vehicle interior.

In individual cases, the universal joint on the front drive shaft may break. The drive torque for the front axle can then no longer be transmitted from the transfer case to the front wheels.

A final letter will be mailed to customers on Friday, July 8, 2016. The letter will ask customers to visit their BMW Center and have the repair performed. A copy of the final letter to be sent to these customers is attached.

AFFECTED VEHICLES

This Recall Campaign involves certain E70 (X5), E71 (X6) and E72 (X6 ActiveHybrid) vehicles produced April 2010 through November 2010.

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

Approximately 21,000 vehicles are affected.

CAUSE

The universal joints in the front driveshaft may wear out prematurely.

CORRECTION

Replace the front driveshaft.

PROCEDURE

Follow Repair Instruction RA 26 20 000: Remove and refit the drive shaft.



Note:

1. When replacing the front universal shaft, on the E70/E71 N55 and N63, the exhaust system **does not** have to be removed.
2. The reinforcement plate must only be removed in the E72 (X6 ActiveHybrid). In all other vehicles, the front drive shaft can be replaced **without** removing the reinforcement plate.

PARTS INFORMATION

Part Number	Description	Quantity
26 20 8 605 866	Front drive shaft	1
26 11 7 529 387	Outside torx screw with ribbed teeth	4
33 30 6 772 888	Hexagon screw with washer	6 (for the E72 only)

WARRANTY INFORMATION

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

Defect Code:	00 26 27 01 00	
Labor Operation:	Labor Allowance:	Description:
00 64 105	Refer to KSD2	Replace the front drive shaft (Main work)

Consequential Repair(s)

When other or additional work and/or parts are required as a direct result of the issue being addressed in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in KSD2

Overlapping Labor – Associated and/or Other Repairs

If invoicing KSD2 flat rate labor operation codes for the additional repair work results in overlapping labor being claimed, please invoice work time labor operation 00 50 000 for the additional time (FRU) minus the overlap instead.

Work time labor operation code 00 50 000 is not considered a Main labor operation.

On the repair order and in the claim comment section, please identify the labor operations that labor operation code 00 50 000 replaces and itemize the claimed FRU amount.

Associated Repairs: When work time labor operation 00 50 000 is used as an extension of the repair outlined in this bulletin, a separate defect code and punch time(s) are not required.

Other Repairs: When work time labor operation 00 50 000 is used for work that will be claimed under a different defect code, separate punch time(s) are required.

TREAD Act - Previous Customer-Pay Repairs

The issue being addressed by this Recall was addressed previously by a Service Action (SI B26 01 14) and is currently by a component-specific Limited Extended Warranty (SI B01 15 15). Therefore, previous customer-repair reimbursement requests are unlikely.

However, if your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” prior to the release of this Recall, BMW of North America, LLC (“BMW NA”) will reimburse the costs for that repair.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this Recall bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under **Defect Code 85 99 00 12 NA**, as follows:
 - Sublet Code “3”
 - Dollar amount (with no markup)
 - Comment: Recall 16V-311 - Replace the Front Driveshaft, reimbursement for allowable expenses that relate to performing a previous qualifying customer-pay repair.
 - Itemize the sublet amount on the repair order and in the claim comments
4. “Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

When submitted as outlined above, the claim submission for this “customer-pay reimbursement” **will not** close the “Open” Safety Recall on the vehicle.

Repairs that do not Qualify for Reimbursement

Repairs performed on non-affected vehicles and the repair of other unrelated issues.

ATTACHMENTS

View PDF attachment [B260216 Final Letter](#).

View PDF attachment [B260216 Q&A](#).

View PDF attachment [Recall Notice B260216](#).

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