



## RECALL CAMPAIGN 19V-678: REPLACE BOTH SWIVEL BEARINGS

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.

This Service Information Bulletin (Revision 1) replaces SI B31 05 19 **dated October 3, 2019**.

**What's New:**

- Parts Information

**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.

**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 of the front suspension may not have been produced to supplier specifications. They 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**

Both swivel bearings may not have been produced to supplier specifications.

**CORRECTION**

Replace both of the affected swivel bearings.

**PROCEDURE**

Handle the vehicles very carefully when moving into the workshop.

Replace both of the affected 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)	8
07 11 9 906 095	Hexagon screw with flange (M12x1,5x80-10.9)	2
37 10 6 789 678	Hexagon nut with collar (M12x1,5-10 ZNS3)	2
34 11 6 868 785	Hex bolt (M6x12)	8
34 21 1 161 806	Inner hex bolt (M8x14)	2
07 14 6 875 114	Hexagon nut with collar (M16x1,5 )	4
34 50 9 804 151	ASA screw, thread-forming (M6x16)	2
31 20 6 866 022	Collar bolt with compression spring (M16x1,5x66)	2
34 10 6 864 424	Torx screw with washer (M12X1,5X43 ZNS3)	4
33 30 6 787 062	Combination nut (M14x1,5)	2
31 21 6 882 597	Carrier, left (aka swivel bearing)	1
31 21 6 882 598	Carrier, right (aka swivel bearing)	1

<b>Or, only for the M40i</b>		
31 21 6 882 595	Carrier, left (aka swivel bearing)	1
31 21 6 882 596	Carrier, right (aka swivel bearing)	1

## WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>0031960100</b>	<b>Both swivel bearings</b>
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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 68 654	Replacing <b>both</b> swivel bearings, includes checking wheel alignment (without load) and adjusting as necessary	43 FRU (X3 sDrive RWD); 46 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 68 119	Replacing <b>both</b> swivel bearings, includes checking wheel alignment (without load) and adjusting as necessary	45 FRU (X3 sDrive RWD); 48 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 05 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 B310519 Attachment Q\\_A.pdf](#)

[picture as pdf B310519 Recall Notice.pdf](#)