



## **IMPORTANT SAFETY RECALL – Remedy Available**

### **This notice applies to your vehicle, Recall Campaign No. 19V-291: Instrument Panel – Front Passenger Air Bag**

June 2019

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2019 BMW X3 Sports Activity Vehicles (SAV). Our records indicate that you are the owner of a potentially affected vehicle.

#### **Why are we contacting you?**

We are pleased to inform you that we are ready to perform this recall. **If you have not had this recall performed, please contact your authorized BMW center immediately to schedule an appointment.** Visit [www.bmwusa.com/dealer](http://www.bmwusa.com/dealer) to locate your nearest BMW center.

#### **What could happen?**

The instrument panel on the passenger side was not produced to specifications. As a result, deployment of the front passenger air bag in a crash could be affected, increasing the risk of injury to the front passenger.

**If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

#### **What will BMW do?**

The instrument panel will be replaced for free which could take approximately two hours.

#### **What if I am not the current owner of this vehicle?**

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

#### **What if I have questions or experience problems?**

For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall). Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com).

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC