

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 19V-xxx: Steering Gear Tie Rod
Date: Thursday, August 8, 2019 3:25:47 PM

Publish Date: August 08, 2019
From: Technical Service
Expiration Date: August 29, 2019

DCSnet Message
Urgent



Subject: **BMW Recall 19V-xxx: Steering Gear Tie Rod**

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective August 8, 2019) on a small number of Model Year 2018 and 2019 BMW vehicles that were produced between July 28, 2017 and April 5, 2019.

Please review attached documents for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:  [B320719_Recall_Notice\[81ed129b\].pdf](#) 
 [B320719\[81ed129a\].pdf](#) 
 [2019-Fxx-TieRod-QA-\(8Aug2019\)_Final\[81ed1299\].pdf](#) 
 [B320719_Recall_Notice\[81ed129b\].pdf](#) 
 [B320719\[81ed129a\].pdf](#) 
 [2019-Fxx-TieRod-QA-\(8Aug2019\)_Final\[81ed1299\].pdf](#) 

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



SIB 32 07 19

2019-08-08

RECALL 19V-XXX: STEERING GEAR TIE ROD

MODEL

Engineering Designation	Model Description	Production Date
F39	X2 Sports Activity Coupe	3/13/2019
F48	X1 Sports Activity Vehicle	7/28/2017 – 4/5/2019

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), with the Key Reader or Warranty Vehicle Inquiry. All other systems will show the stop sale starting tomorrow.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective August 8, 2019) on a small number of Model Year 2018 and 2019 BMW vehicles that were produced between July 28, 2017 and April 5, 2019. The cone collar disc may not have been installed on the tie rod.

Approximately 20 vehicles are affected by this recall.

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 B320719 Recall Notice.pdf](#)

[picture_as_pdf 2019-Fxx-TieRod-QA-\(8Aug2019\)_Final.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 19V-xxx: Steering Gear Tie Rod – B32 07 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective August 8, 2019) on a small number of Model Year 2018 and 2019 BMW vehicles that were produced between July 28, 2017 and April 5, 2019.

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 Gear Tie Rod
Safety Recall 19V-xxx
Model Year 2018-2019
BMW X1 / X2
MINI Convertible / Countryman
*Last Updated 08/08/2019***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Approximately 20 Model Year 2018-2019 BMW X1 and X2, and 12 Model Year 2019 MINI Cooper Convertible and Countryman vehicles, are potentially affected.
- Q2. What is the specific issue?**
The steering gear tie rod may not have been produced to supplier specifications.
- Q3. What can happen as a result of this issue?**
Over time, the tie rod could become damaged and eventually break, affecting vehicle handling and control, and increasing the risk of a crash.
- Q4. Why are other BMW Group vehicles not included in this Safety Recall?**
The steering gear tie rod was produced to supplier specifications.
- Q5. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.
- Q6. Can I determine if this issue exists in my vehicle?**
If you feel unusual vibration from the steering wheel, or have difficulty controlling the vehicle, it may be experiencing this issue.
- Q7. What should I do if I notice this condition in my vehicle?**
If this condition occurs, carefully move away from traffic and pull over to a safe location as soon as possible. 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, or MINI Roadside Assistance at 1-866-646-4772, immediately to have your vehicle brought to the nearest authorized BMW center or MINI dealer.** If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.
- Q8. Can I continue to drive my vehicle (before I receive my letter)?**
Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center or MINI dealer, please do so as soon as possible.
- Q9. How will my vehicle be repaired?**
The steering gear tie rod will be inspected and, if necessary, replaced. This will be performed for free and may take several hours.
- Q10. Is BMW Group aware of any accidents or injuries in the US, involving these BMW Group vehicles associated with this Safety Recall?**
No.
- Q11. How will I be informed of this Safety Recall?**
You will receive a letter in October via First Class mail advising you of this Safety Recall and requesting you to schedule an appointment with an authorized BMW center or MINI dealer to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer, and your nearest authorized MINI dealer at www.miniusa.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, or your MINI vehicle at www.miniusa.com/ol. Registration is free, and will give you access to factory initiated campaigns and other information specific to your vehicle.

**Steering Gear Tie Rod
Safety Recall 19V-xxx
Model Year 2018-2019
BMW X1 / X2
MINI Convertible / Countryman
*Last Updated 08/08/2019***

Q12. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center or MINI dealer to have this Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall, or www.miniusa.com/recall.