



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 3, 2019

Ms. Helen Riehle
Safety Integrity and Recall Manager
BMW of North America, LLC
300 Chestnut Ridge Road
Woodcliff Lake, NJ 07677

NEF-150JK
19V-678

Subject: Front Axle Swivel Bearings May Break

Dear Ms. Riehle:

This letter serves to acknowledge BMW of North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

BMW/X3/2020
BMW/X4/2020

Mfr's Report Date: September 25, 2019

NHTSA Campaign Number: 19V-678

Components:

STEERING
SUSPENSION:FRONT

Potential Number of Units Affected: 368

Problem Description:

BMW of North America, LLC (BMW) is recalling certain 2020 X3 sDrive30i, X3 xDrive30i, and X3 M40i vehicles, X4 xDrive30i, and X4 M40i vehicles. The front axle swivel bearings may not have been properly heat treated during manufacturing, reducing their strength and possibly causing them to break.

Consequence:

Broken swivel bearings can cause a loss of vehicle control, increasing the risk of a crash.

Remedy:

BMW has notified owners and instructed them to not drive their vehicles. Dealers will replace the front axle swivel bearings, free of charge. Owners may contact BMW customer service at 1-800-525-7417.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please amend the remedy section of the Part 573 report to include owner instructions to not drive their vehicle until it is repaired.

Please be reminded of the following requirements:

We understand that BMW has preemptively been calling customers to get this recall addressed as soon as possible. Any owner of a vehicle not remedied within 60 days of this filing must receive a letter that complies with 49 CFR Part 577. You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement