

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Recall 20V-xxx: Replace Instrument Panel  
**Date:** Wednesday, March 18, 2020 9:46:59 AM

Publish Date: March 18, 2020  
From: Technical Service  
Expiration Date: March 31, 2020

DCSnet Message  
**Urgent**



**Subject: BMW Recall 20V-xxx: Replace Instrument Panel**







BMW AG is conducting a Voluntary Safety Recall (effective March 18, 2020) on a small number of Model Year 2018 - 2020 BMW vehicles that were produced between December 14, 2017 and November 1, 2019.

Please review the attached documents for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,  
Technical Service

Attachments:

-  [B511120\\_Recall\\_Notice\[8202e581\].pdf](#)
-  [B511120\[8202e580\].pdf](#)
-  [B511120\\_2020-G01-02-InstrumentPanel-QA-\(18Mar2020\)\[8202e57f\].pdf](#)
-  [B511120\\_Recall\\_Notice\[8202e581\].pdf](#)
-  [B511120\[8202e580\].pdf](#)
-  [B511120\\_2020-G01-02-InstrumentPanel-QA-\(18Mar2020\)\[8202e57f\].pdf](#)

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel  
BMW Passenger Cars, CC-All  
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SIB 51 11 20

2020-03-18

RECALL 20V-XXX: REPLACE INSTRUMENT PANEL

## **MODEL**

Engineering Designation	Model Description	Production Date
F97	X3 M Sports Activity Vehicle	November 1, 2019
G01	X3 Sports Activity Vehicle	December 14, 2017 – August 21, 2019
G02	X4 Sports Activity Coupe	January 22, 2019 – August 17, 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), ISPA Next or Warranty Vehicle Inquiry.

## **SITUATION**

BMW AG is conducting a Voluntary Safety Recall (effective March 18, 2020) on a small number of Model Year 2018 - 2020 BMW vehicles that were produced between December 14, 2017 and November 1, 2019.

The connection between the passenger air bag and the casing of the instrument panel may not have been performed according to specifications. As a result, the dashboard will need to be replaced.

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 B511120\\_2020-G01-02-InstrumentPanel-QA-\(18Mar2020\).pdf](#)

[picture as pdf B511120 Recall Notice.pdf](#)

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## **SAFETY RECALL NOTICE**

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

RE: Recall 20V-xxx: Replace Instrument Panel – B51 11 20

BMW AG is conducting a Voluntary Safety Recall (effective March 18, 2020) on a small number of Model Year 2018 - 2020 BMW vehicles that were produced between December 14, 2017 and November 1, 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.

**Instrument Panel  
Safety Recall 20V-xyz  
Model Year 2018-2020  
BMW X3/X3M SAV, X4/X4M SAC  
*Last Updated 03/18/2020***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2018-2020 BMW X3/X3M SAV and X4/X4M SAC vehicles in the US, produced between December 2017 and November 2019, are potentially affected.
- Q2. What is the specific issue?**  
During supplier production, the connection between the instrument panel and the passenger air bag may not have been performed to specifications. In a crash, deployment of the passenger air bag could damage the panel. This could cause small pieces of the panel to separate, increasing the risk of injury.
- Q3. Why are other BMW Group vehicles not included in this Safety Recall?**  
Other vehicles were equipped with an instrument panel produced to specifications.
- Q4. How did BMW Group become aware of this issue?**  
BMW Group became aware of this issue through its quality control procedures.
- Q5. Can I determine if this issue exists in my vehicle?**  
No.
- Q6. Can I continue to drive my vehicle (before I receive my phone call / letter)?**  
Yes. However, when you are contacted by BMW to schedule an appointment with an authorized BMW center to have this Safety Recall performed, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q7. How will my vehicle be repaired?**  
The instrument panel will be replaced for free and can take several hours.
- Q8. Is BMW Group aware of any accidents or injuries in the US, involving these BMW Group vehicles associated with this Safety Recall?**  
No.
- Q9. How will I be informed of this Safety Recall?**  
BMW is contacting potentially affected customers by phone to inform them of this Safety Recall and, if parts are available, to schedule an appointment with an authorized BMW center to have this Safety Recall performed. If necessary, customers will receive a letter in May via First Class mail advising them of this Safety Recall and to schedule an appointment with an authorized BMW center to have this Safety Recall performed.
- To locate the nearest authorized BMW center, please visit [www.bmwusa.com/dealer](http://www.bmwusa.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](http://www.bmwusa.com/myBMW). Registration is free, and will give you access to factory initiated campaigns and other information specific to your vehicle.
- Q10. Do I have to wait for my letter to have my vehicle serviced?**  
Yes. BMW is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with an authorized BMW center to have this important Safety Recall performed. For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).