

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

### **This notice applies to your vehicle, Recall Campaign No. 20V-152: Instrument Panel**

May 2020

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 2018 – 2020 BMW X3/X3M SAV and X4 SAC vehicles. 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?**

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.

**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 several 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>.

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

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Spanish translation on back side  
Traducción en español en el lado inverso