

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 20V-xxx: Front Axle Support (Stop Drive) - Update
Date: Saturday, October 31, 2020 9:57:47 AM

Publish Date: October 31, 2020
From: Technical Service
Expiration Date: November 13, 2020

DCSnet Message
Urgent



Subject: **BMW Recall 20V-xxx: Front Axle Support (Stop Drive) - Update**

Update:

Customer Relations called all affected customers today. For those they couldn't reach, we are sending an in-car notification to their vehicle. If you are contacted by an affected customer over the weekend please do the following.

- Ask them to stop driving their vehicle
- Provide them with a loaner vehicle
- Create a tow request in the BMW Roadside Assistance Digital Platform in DCSnet or by calling the BMW Assistance hotline 1-800-332-4269 for assistance creating the case. Please do not direct the customer to call the Roadside Assistance hotline.

Thank you.

Message from October 29, 2020:

BMW AG is conducting a Voluntary Safety Recall (effective October 29, 2020) on a small number of Model Year 2020-2021 BMW vehicles that were produced between May 29, 2020 and June 16, 2020.

Over time, the front axle support may start to experience a separation at certain welding locations. This could affect vehicle handling and control, and increase the risk of a crash.

Potentially affected vehicles are not to be driven.

The BMW Customer Relations Department will contact potentially affected customers and will inform them not to drive their vehicle and ask them which dealer they prefer to use. Customer Relations will then arrange to tow the vehicle and will provide assistance with loaner vehicles.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments: No Attachments No Attachments

Recipients: BMW Passenger Cars, CC-All
All, 96717, All Departments, All Personnel
All, 96603, All Departments, All Personnel
All, 96255, All Departments, All Personnel



