

SENT VIA U.S. MAIL & EMAIL  
BMW of North America, LLC  
PO Box 1227  
Westwood NJ 07675-1227  
[CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com)

Re: IMPORTANT SAFETY RECALL – Recall Campaign 24V-104  
Vehicle ID: 5UX23EU08R9 [REDACTED]

To Whom It May Concern:

I am in receipt of your letter dated October 2024 regarding a defect of the integrated brake module. I currently own a 2024 X5. I understand that at this time, BMW does not have a remedy available to fix the IB module. However, I am formally requesting that BMW provide me with a courtesy loaner car of comparable standing until the remedy is available and my car has been fixed.

I purchased a BMW for many reasons, but mainly because I have known BMW's to be safe vehicles. In fact, I have purchased several BMW's over the years. I drive approximately 180 miles per day for work and need a car that I can rely on. Given the circumstances of what has been outlined in your letter regarding the IB module, I no longer feel safe driving my car. Your letter indicates that safety is important to you so I am confident BMW will not hesitate to grant my request to provide me with an alternative vehicle until my car is safe to drive again. If not, I will move forward with exploring all of my legal remedies.

I should also note that I immediately contacted my local dealership requesting further information and received no guidance other than to contact headquarters. My contact information is listed below and I look forward to hearing from you. Should I not receive a response within 7 days, I will assume you are not in agreement and I will move forward accordingly.

Respectfully,

[REDACTED]

Carlsbad, CA [REDACTED]

[REDACTED]

10/24/24

CC:  
Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E. Washington, DC 20590

RL

**BMW**



**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, 5UX23EU08R9 [REDACTED]  
Recall Campaign No. 24V-104: Integrated Brake (IB) Module

Remedy is  
Unavailable

[REDACTED]  
[REDACTED]  
CARLSBAD, CA  
[REDACTED]

October 2024

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 2023-2025 BMW 5 Series, 7 Series, i5, i7, X1, X2, X5, X6, X7, and XM models. Our records indicate that you are the owner of a potentially affected vehicle.

**Why are we contacting you?**

We are informing you of a safety recall on your vehicle although we are not able to perform the remedy at this time. We will notify you with a follow-up letter as soon as the remedy is available.

**What could happen?**

The Integrated Brake (IB) module may not function properly. If this happens, a warning lamp and message will be displayed in the instrument cluster. There will be a loss of power assist braking, which could lead to an extended stopping distance and increase the risk of a crash. The Antilock Brake System (ABS) and Dynamic Stability Control (DSC) system may also not function, which could affect vehicle handling and result in a loss of control. Please note that higher pedal force may be required.

If you notice any of these conditions, your vehicle may be experiencing this issue. Please drive carefully, and avoid abrupt braking as much as possible. Please contact an authorized BMW center as soon as possible to have the vehicle remedied.

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?**

When the remedy is available, the Integrated Brake (IB) module will be replaced for free by your authorized BMW center, which should take several hours. We will notify you with a follow-up letter when the remedy is available.

**What if I am not the current owner of this vehicle?**

If you changed your address or sold the vehicle, please let us know by visiting [bmwusa.com/mybmw](http://bmwusa.com/mybmw) or by contacting BMW Customer Relations (see left side of page for contact info). You can also visit [bmwusa.com/recall](http://bmwusa.com/recall) and select "Manage recall notices and contact information". If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

**What if I have additional questions?**

For the latest updates to this recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall). Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, please contact BMW Customer Relations.

Company  
BMW  
of North America, LLC  
BMW Group Company  
Mailing Address  
PO Box 1227  
Winnetka, IL 60093-1227  
Telephone  
(800) 525-7417  
Fax  
(201) 930-8362  
E-mail  
CustomerRelations@  
bmwusa.com  
Internet  
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

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



Carls bros Co.



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FIRST CLASS



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NBF  
11/11/24

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington, D.C. 20590

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