

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Delivery Stop & Recall 19V-xxx: Engine - Counterbalance Shafts
Date: Wednesday, October 9, 2019 1:49:07 PM

Publish Date: October 09, 2019
From: Technical Service
Expiration Date: October 31, 2019

DCSnet Message
Urgent









Subject: Delivery Stop & Recall 19V-xxx: Engine - Counterbalance Shafts

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 9, 2019) on a small number of Model Year 2019 and 2020 BMW vehicles that were produced between November 19, 2018 and August 26, 2019.

Please review attached documents for more details.

Sincerely,
Technical Service

Attachments:

-  [B111119_Recall_Notice\[81f33e1d\].pdf](#)
-  [B111119\[81f33e1c\].pdf](#)
-  [2019-G20-29-EngineCounterbalanceShafts-QA-\(9Oct2019\)\[81f33e1b\].pdf](#)
-  [B111119_Recall_Notice\[81f33e1d\].pdf](#)
-  [B111119\[81f33e1c\].pdf](#)
-  [2019-G20-29-EngineCounterbalanceShafts-QA-\(9Oct2019\)\[81f33e1b\].pdf](#)

Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SIB 11 11 19

2019-10-09

RECALL 19V-XXX: ENGINE – COUNTERBALANCE SHAFTS

MODEL

Engineering Designation	Model Description	Production Date
G20	3 Series Sedan	November 20, 2018 – August 26, 2019
G29	Z4 Roadster	November 19, 2018 – April 3, 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. All other systems will show the stop sale starting tomorrow.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 9, 2019) on a small number of Model Year 2019 and 2020 BMW vehicles that were produced between November 19, 2018 and August 26, 2019. The counterbalance shafts may not have been produced to supplier specifications. This could lead to severe engine damage and engine shut-down. The engine will need to be replaced.

Approximately 217 vehicles are affected by this recall.

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 B111119 Recall Notice.pdf](#)

[picture_as_pdf 2019-G20-29-EngineCounterbalanceShafts-QA-\(9Oct2019\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 19V-xxx: Engine – Counterbalance Shafts (B11 11 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 9, 2019) on a small number of Model Year 2019 and 2020 BMW vehicles that were produced between November 19, 2018 and August 26, 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.

**Engine – Counterbalance Shafts
Safety Recall 19V-xyz
Model Year 2019-2020
3 Series / Z4
*Last Updated 10/09/2019***

October 2019

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**
Approximately 217 Model Year 2019 and 2020 BMW 3 Series and Z4 models in the US, produced between November 2018 and August 2019, are potentially affected.
- Q2. What is the specific issue?**
The counterbalance shafts may not have been produced to supplier specifications. This could lead to severe engine damage and engine shut-down.
- Q3. Can I continue to drive my vehicle?**
Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, 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.
- Q4. Why are other BMW vehicles not included in this Safety Recall?**
The counterbalance shafts were produced to supplier specifications.
- Q5. How did BMW become aware of this issue?**
BMW became aware of this issue through its quality control procedures.
- Q6. How will my vehicle be repaired?**
The engine will be replaced for free and will take several hours.
- Q7. Is BMW aware of any accidents or injuries in the US, involving these BMW vehicles associated with this Safety Recall?**
No.
- Q8. How will I be informed of this Safety Recall?**
You will receive a letter in December via First Class mail advising you of this Safety Recall and requesting you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

To ensure BMW Group has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.