



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 14, 2020

Ms. Helen Riehle  
Safety Integrity and Recall Manager  
BMW of North America, LLC  
300 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677

NEF-150DM  
20V-465

**Subject:** Extra Bolt Incorrectly Attached to Starter Motor

Dear Ms. Riehle:

This letter serves to acknowledge BMW of North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

BMW/X5/2020  
BMW/X7/2020

**Mfr's Report Date:** August 7, 2020

**NHTSA Campaign Number:** 20V-465

**Components:**

ELECTRICAL SYSTEM:STARTER ASSEMBLY  
POWER TRAIN:AUTOMATIC TRANSMISSION

**Potential Number of Units Affected:** 21

**Problem Description:**

BMW of North America, LLC (BMW) is recalling certain 2020 X5 sDrive 40i, X5 xDrive 40i and one X7 xDrive 40i vehicle. The starter motor may have an extra bolt that could potentially fall into the transmission housing and cause an engine stall.

**Consequence:**

An engine stall increases the risk of a crash.

**Remedy:**

BMW will notify owners, and dealers will inspect the starter motor for the extra bolt, removing it if necessary. Dealers will also inspect the starter for damage, and check if the bolt has fallen into the transmission housing, replacing any damaged parts as necessary. All repairs will be performed free of charge. The recall is expected to begin September 28, 2020. Owners may contact BMW customer service at 1-800-525-7417.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

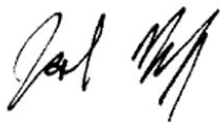
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement