

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 20V-xxx: Steering Gear Tie Rod
Date: Tuesday, June 9, 2020 11:01:25 AM

Publish Date: June 09, 2020
From: Technical Service
Expiration Date: June 30, 2020

DCSnet Message
Urgent



Subject: BMW Recall 20V-xxx: Steering Gear Tie Rod







BMW AG is conducting a Voluntary Safety Recall (effective June 9, 2020) on certain Model Year 2019 -2020 BMW vehicles that were produced between October 30, 2018 and July 5, 2019.

Please review the attached documents for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

 [B320120_Recall_Notice\[82098c23\].pdf](#)
 [B320120\[82098c22\].pdf](#)
 [B320120_2020-BMW-MY2019-2020-G2x-F9x-SteeringGearTieRod-QA-\(9Jun2020\)\[82098c21\].pdf](#)  [B320120_Recall_Notice\[82098c23\].pdf](#)
 [B320120\[82098c22\].pdf](#)
 [B320120_2020-BMW-MY2019-2020-G2x-F9x-SteeringGearTieRod-QA-\(9Jun2020\)\[82098c21\].pdf](#)

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



SIB 32 01 20

2020-06-09

RECALL 20V-XXX: STEERING GEAR TIE ROD

MODEL

E-Series	Model Description	Production Date
G20	3 Series Sedan	October 30, 2018 – July 5, 2019
F97	X3 M Sports Activity Vehicle	March 11, 2019 – April 9, 2019
F98	X4 M Sports Activity Coupe	March 11, 2019 – April 10, 2019
G29	Z4 Roadster	November 5, 2018 – February 26, 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.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective June 9, 2020) on certain Model Year 2019 -2020 BMW vehicles that were produced between October 30, 2018 and July 5, 2019.

The steering gear tie rod may not have been produced to specifications by the supplier. Over time, the tie rod could become damaged and eventually break, affecting vehicle handling and control, and increasing the risk of a crash.

The 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 B320120_2020-BMW-MY2019-2020-G2x-F9x-SteeringGearTieRod-QA-\(9Jun2020\).pdf](#)

[picture_as_pdf B320120 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-xxx: Steering Gear Tie Rod – B32 01 20

BMW AG is conducting a Voluntary Safety Recall (effective June 9, 2020) on certain Model Year 2019 -2020 BMW vehicles that were produced between October 30, 2018 and July 5, 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.

Safety Recall 20V-xyz
Steering Gear Tie Rod
Model Year 2019-2020
BMW 3 Series, Z4, X3M SAV, X4M SAC
Last Update: 06/09/2020

Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?

Certain Model Year 2019-2020 BMW 3 Series, Z4, X3M SAV, and X4M SAC models in the US, produced between October 30, 2018 and July 5, 2019, are potentially affected.

Q2. What is the specific issue?

The steering gear tie rod may not have been produced to specifications by the supplier. Over time, the tie rod could become damaged, affecting vehicle handling and control, and increasing the risk of a crash.

Q3. Why are other models / vehicles not included in this Safety Recall?

The tie rod in other models was produced to specifications by the supplier.

Q4. 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.

Q5. Can I determine if this issue exists in my vehicle?

If you hear an unusual noise, and/or notice vibration from the steering wheel, or from the front of the vehicle, your vehicle may be experiencing this issue. If this occurs, carefully move away from traffic and pull over to a safe location as soon as possible. If it is safe to do so, all occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle. **Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.**

Q6. How did BMW Group become aware of the issue?

BMW Group became aware of the issue through our quality control procedures.

Q7. How will I be informed of this Safety Recall?

Letters will be mailed to owners in August via First Class mail advising them of this Safety Recall and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer. To ensure BMW 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.

Q8. How will my vehicle be repaired?

The steering gear tie rod will be replaced for free and will take about one hour.

Q9. Do I have to wait for my letter to have my vehicle serviced?

Yes. BMW Group is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.