

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,
Recall Campaign No. 21V-907: EGR Cooler

Remedy is
Available

November 2023

Dear BMW Owner / Lessee:

We are contacting you regarding the Exhaust Gas Recirculation (EGR) Cooler safety recall on your vehicle. Our records indicate your vehicle has not yet been repaired. The engine's EGR Cooler could develop an internal leak. Cooling fluid could mix with typical diesel engine soot deposits. With high temperatures normally present in the EGR module, this might result in smoldering particles. If these particles contact the engine intake manifold, they could create small holes due to melting, increasing the risk of a fire.

If you notice an unpleasant odor, i.e., an odor of exhaust gas and you hear an unusual noise from the engine compartment, your vehicle may be experiencing this issue. You may see smoke from the engine. If this occurs, carefully move away from traffic and pull over to a safe location as soon as possible. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle and call 1-800-332-4269 immediately to have BMW Roadside Assistance bring your vehicle to the nearest authorized BMW center.

There may be additional recalls open on your vehicle. Visit www.bmwusa.com/recall to check.

ACT NOW:

This repair is FREE and parts are available. Please contact your authorized BMW center immediately to schedule an appointment to have this recall repaired. To locate your nearest BMW center, visit www.bmwusa.com/dealer. If you need additional assistance, contact BMW Customer Relations and Services.

FOR YOUR CONVENIENCE:

Many BMW centers offer **free** Mobile Service where a certified technician can come to your home to complete the recall repair. Alternate transportation options such as loaner vehicles and pickup/drop off services may be available as well. Please inquire when calling for your appointment. This repair should take one to two hours depending on your vehicle.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We appreciate your attention to this urgent safety matter.

Sincerely,

BMW of North America, LLC

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

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