

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 23V-XXX: Steering Wheel Ground Connection
Date: Thursday, October 12, 2023 2:54:33 PM

Publish Date: October 12, 2023
From: Technical Service
Expiration Date: October 26, 2023

DCSnet Message
Urgent



Subject: **BMW Recall 23V-XXX: Steering Wheel Ground Connection**

BMW AG is conducting a Voluntary Safety Recall (effective October 12, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between July 4, 2022, and September 7, 2023.

The steering wheel Hands-On-Off (HOO) detection system may not have been produced according to specifications by the supplier. If the driver's hand's location was not properly detected, then certain advanced driver assistance system functions may not perform as intended.

The Recall Notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Sincerely
Technical Service

Attachments:

-  [B320323\[1697136694095\].pdf](#)
 -  [B320323 Recall Notice\[1697136694095\].pdf](#)
 -  [23V-xyz-G60-70-HOO-FAQ-\(12Oct2023\)\[1697136694095\].pdf](#)
- [B320323\[1697136694095\].pdf](#)
[B320323 Recall Notice\[1697136694095\].pdf](#)
[23V-xyz-G60-70-HOO-FAQ-\(12Oct2023\)\[1697136694095\].pdf](#)

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
BMW SAV (Light Trucks), All Offering, All Region, All Areas, All Departments, All Personnel
BMW i, All Offering, All Region, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All



SIB 32 03 23

2023-10-12

RECALL 23V-XXX: STEERING WHEEL GROUND CONNECTION

MODEL

E-Series	Model Description	Production Date
G60	5 Series Sedan, i5 Sedan	June 23, 2023 – September 7, 2023
G70	7 Series Sedan, i7 Sedan	July 4, 2022 – September 7, 2023

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of October 13, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective October 12, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between July 4, 2022, and September 7, 2023.

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Supporting Materials

[picture_as_pdf B320323 Recall Notice.pdf](#)

[picture_as_pdf 23V-xyz-G60-70-HOO-FAQ-\(12Oct2023\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-XXX: Steering Wheel Ground Connection – B32 03 23

BMW AG is conducting a Voluntary Safety Recall (effective October 12, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between July 4, 2022, and September 7, 2023.

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
23V-xyz
Steering Wheel
(Hands-On-Off System)
Model Year 2023 - 2024
BMW 5 Series / i5 / 7 Series / i7
Issue Date: 10/12/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2023 - 2024 BMW 5 Series, i5, 7 Series, and i7 models in the US are potentially affected.
- Q2. What is the specific issue?**
The steering wheel Hands-On-Off (HOO) detection system may not have been produced according to specifications by the supplier. If the driver's hand's location was not properly detected, then certain advanced driver assistance system functions may not perform as intended.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have an HOO system that was produced to specifications by the supplier.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Safety Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit bmwusa.com/recall. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q5. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q6. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will be notified via First Class mail and requested to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at bmwusa.com/dealer.
- To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at bmwusa.com/myBMW. Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit bmwusa.com/recall and click on "**Manage recall notices and contact information**".
- Q7. How will my vehicle be remedied?**
Potentially affected vehicles will have the system replaced for free which should take about one hour.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**
Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit bmwusa.com/recall.