

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 23V-700: Steering Wheel Ground Connections - Update
Date: Thursday, August 8, 2024 2:56:50 PM

Publish Date: August 8, 2024
From: Technical Service
Expiration Date: August 22, 2024

DCSnet Message
Urgent



Subject: **BMW Recall 23V-700: Steering Wheel Ground Connections - Update**







BMW AG is amending Voluntary Safety Recall 23V-700 (effective August 8, 2024) to add certain Model Year 2024 - 2025 BMW vehicles that were produced between December 13, 2023, and July 22, 2024.

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 FAQ have been attached for further information.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:  [B320424\[1723142836982\].pdf](#) 
 [B320424 Recall Notice\[1723142836982\].pdf](#) 
 [B320424_23V-700-HOO-FAQ\(08Aug2024\)\[1723142836982\].pdf](#) 
[B320424\[1723142836982\].pdf](#)
[B320424 Recall Notice\[1723142836982\].pdf](#)
[B320424_23V-700-HOO-FAQ\(08Aug2024\)\[1723142836982\].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 04 24

2024-08-08

RECALL 23V-700: STEERING WHEEL GROUND CONNECTIONS

MODEL

E-Series	Model Description	Production Date
G45	X3 Sports Activity Vehicle	July 11, 2024 – August 1, 2024
G60	5 Series Sedan & i5 Sedan	December 13, 2023 – July 22, 2024
G70	7 Series Sedan & i7 Sedan	December 14, 2023 – July 22, 2024

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 August 9, 2024. you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is amending Voluntary Safety Recall 23V-700 (effective August 8, 2024) to add certain Model Year 2024 - 2025 BMW vehicles that were produced between December 13, 2023, and July 22, 2024.

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.

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Supporting Materials

[picture_as_pdf B320424 Recall Notice.pdf](#)

[picture_as_pdf B320424_23V-700-HOO-FAQ\(08Aug2024\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-700: Steering Wheel Ground Connections – B32 04 24

BMW AG is amending Voluntary Safety Recall 23V-700 (effective August 8, 2024) to add certain Model Year 2024 - 2025 BMW vehicles that were produced between December 13, 2023, and July 22, 2024.

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-700
Steering Wheel
(Hands-On-Off System)
Model Year 2024-2025
BMW 5 Series / i5 / 7 Series / i7
BMW X3 SAV
Issue Date: 10/12/2023
Update Date: 08/08/2024

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2024-2025 BMW 5 Series, i5, 7 Series, i7, and X3 SAV 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.
- 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.