

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Recall 23V-XXX: Steering Gear  
**Date:** Friday, November 10, 2023 12:14:21 PM

Publish Date: November 10, 2023  
From: Technical Service  
Expiration Date: November 24, 2023

DCSnet Message  
**Urgent**



Subject: **BMW Recall 23V-XXX: Steering Gear**

BMW AG is conducting a Voluntary Safety Recall (effective November 10, 2023) on certain Model Year 2024 BMW vehicles that were produced between August 17, 2023, and October 17, 2023.

The steering gear may not have been produced according to specifications by the supplier, potentially resulting in improperly installed screws.

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:

[B320423\[1699636213340\].pdf](#)  
 [B320423 Recall Notice\[1699636213340\].pdf](#)  
 [B320423 23V-xyz-Steering Gear-FAQ-\(10Nov2023\)\[1699636213340\].pdf](#)  
[B320423\[1699636213340\].pdf](#)  
[B320423 Recall Notice\[1699636213340\].pdf](#)  
[B320423 23V-xyz-Steering Gear-FAQ-\(10Nov2023\)\[1699636213340\].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 Passenger Cars, CC-All  
BMW SAV (Light Trucks) CC-All



SIB 32 04 23  
RECALL 23V-XXX: STEERING GEAR

2023-11-10

## MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	August 17, 2023 – September 27, 2023
G02	X4 Sports Activity Coupe	August 17, 2023 – September 27, 2023
G20	3 Series Sedan	September 20, 2023 – October 17, 2023
G42	2 Series Coupe	October 5, 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 November 11, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

## SITUATION

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Supporting Materials

[picture\\_as\\_pdf B320423 23V-xyz-Steering Gear-FAQ-\(10Nov2023\).pdf](#)

[picture\\_as\\_pdf B320423 Recall Notice.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 23V-xxx: Steering Gear – B32 04 23

BMW AG is conducting a Voluntary Safety Recall (effective November 10, 2023) on certain Model Year 2024 BMW vehicles that were produced between August 17, 2023, and October 17, 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 Gear**  
**Model Year 2024**  
**BMW X3 / X4 / 2 Series / 3 Series**  
**Issue Date: 11/10/2023**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2024 BMW 2 Series, 3 Series, X3, and X4 models in the US are potentially affected.
- Q2. What is the specific issue?**  
The steering gear may not have been produced according to specifications by the supplier, potentially resulting in improperly installed screws.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models have a steering gear 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](https://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](https://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](https://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](https://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 steering gear replaced.
- 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](https://bmwusa.com/recall).