

BMW



IMPORTANT SAFETY RECALL

**This notice applies to your vehicle,
Recall Campaign No. 23V-294: Exhaust System**

**Remedy is
Available**

June 2023

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2023 BMW X7 and XM models. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are pleased to inform you that we are ready to perform this recall. **If you have not had this recall performed, please contact your authorized BMW center immediately to schedule an appointment.** Please visit www.bmwusa.com/dealer to locate your nearest BMW center. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

What could happen?

A connection between the exhaust system and the catalytic converter may not have been performed according to specifications. This could lead to a loose connection. Over time, and depending upon roadway and environmental factors, the connection could continue to loosen. In rare cases, this could lead to a thermal event which could increase the risk of injury.

What will BMW do?

The connection between the exhaust system and the catalytic converter will be inspected and, if necessary, reconnected according to specifications for free, which could take about an hour.

What if I am not the current owner of this vehicle?

If you changed your address or sold the vehicle, you can let us know by visiting www.bmwusa.com/mybmw or by contacting BMW Customer Relations (see left side of page for contact info). **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if I have additional questions?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, please contact BMW Customer Relations.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

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Company
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BMW Group Company

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