

# BMW



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle,  
Recall Campaign No. 23V-295: High-Voltage Battery Electrical Connection

June 2023

Remedy is  
Available

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 2022-2024 BMW i4 and iX 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](http://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?**

An electrical connection of the high-voltage battery cell monitoring circuit may not have been connected according to specifications. While driving, this could cause a loss of power, result in stalling, and could increase the risk of a crash. Please note that if this occurred, a warning message will be displayed and, in some cases, the vehicle may be able to be restarted.

### **What will BMW do?**

The high-voltage battery cell monitoring circuit will be replaced for free, which could take about two days.

### **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](http://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](http://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.

Company  
BMW

of North America, LLC  
BMW Group Company

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Westwood NJ 07675-  
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Telephone  
(800) 525-7417

Fax  
(201) 930-8362

E-mail  
CustomerRelations@  
bmwusa.com

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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,

BMW of North America, LLC