

Part 573 Safety Recall Report

24V-139

Manufacturer Name : BMW of North America, LLC**Submission Date :** FEB 23, 2024**NHTSA Recall No. :** 24V-139**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : BMW of North America, LLC

Address : P.O. Box 1227

Westwood NJ 07675-1227

Company phone : 18005257417

Population :

Number of potentially involved : 267

Estimated percentage with defect : 11 %

Vehicle Information :

Vehicle 1 : 2024-2024 BMW XM

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Approximately 267 vehicles were manufactured with a tailgate panel and mounting structure that may not have been produced by the supplier according to specifications.

Basis for recall population determination:

Vehicle manufacturing information and supplier production records were reviewed to determine the number and production date range of potentially affected vehicles.

Recall component difference to non-recall component:

The tailgate panel and mounting structure may not have been produced by the supplier according to specifications.

Production Dates : SEP 21, 2023 - NOV 02, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The tailgate panel and mounting structure may not have been produced by the supplier according to specifications. Specifically, production process anomalies may have occurred to the adhesive bonding process and/or connection between the panel and mounting structure. Over time, the panel could start to separate from the mounting structure.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the panel continued to separate then, in a rare case, the panel could detach from the vehicle which could become a hazard to other road users.

Description of the Cause : NR

Identification of Any Warning that can Occur : The driver may notice a loose panel by a rattling noise while driving, and/or see a small separation gap on the vehicle at that location.

Involved Components :

Component Name 1 : Tailgate Panel

Component Description : Tailgate Panel

Component Part Number : 5A177C3

Supplier Identification :

Component Manufacturer

Name : PLASMAN

Address : 1000 Robinson Rd.
Greer South Carolina 29651

Country : United States

Chronology :

On October 24, 2023, the tailgate supplier noticed a partial separation of a tailgate panel from its mounting structure and performed some checks. On October 31st, a similar condition was noticed at a vehicle assembly plant. An engineering investigation was initiated.

On November 7th, during the early phase of the analysis, another suspect part was found and, as a precaution, a vehicle stop ship at a vehicle assembly plant was issued.

Initial reviews of supplier production records indicated that a manual (instead of automated) adhesive bonding process, to join the tailgate panel with its mounting structure, was implemented during a specific and limited time period. Analyses and tests were planned to assess component performance based upon the possibility that varying amounts of bonding material were used. Climate chamber and driving tests were also planned.

In late November, test results indicated that parts, with varying amounts of bonding material, remained

completely attached to vehicles and, if affected, would be noticed by the driver via rattling noises and/or visual cues.

Between December and January 2024, further testing, including long-term durability and shaker table (to simulate significant road dynamics (vibration/harshness)), was planned and conducted.

In late January, test results indicated that, if the tailgate panel had a very limited amount of bonding material, it could begin to separate from its mounting structure in these unusual conditions. Further reviews were conducted, especially to consider if full separation could occur.

On February 15, 2024, in an abundance of caution, BMW decided to conduct a voluntary safety recall.

BMW is not aware of any customer complaints, concerns, and/or instances, dealer field reports, or warranty claims, and has not received any reports, nor is BMW otherwise aware, of any incidents, accidents or injuries, that relate, or may relate, to the issue identified in this report.

Description of Remedy :

Description of Remedy Program : The tailgate panel will be inspected and, if necessary, replaced.

Owners will be notified by First Class mail advising them of the recall and to schedule an appointment with an authorized BMW center to have the remedy performed for free. If this condition were to occur to a potentially affected vehicle prior to this recall, the remedy would be covered by the BMW New Vehicle Limited Warranty program. Therefore, reimbursement for a pre-notification remedy re Part 573.13 and Part 577.11 is not necessary.

How Remedy Component Differs from Recalled Component : Recall component: Tailgate Panel – part number: 5A177C3

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealer notification is expected to begin and end on February 23, 2024.

Owner notification is expected to begin and end on April 16, 2024.

Planned Dealer Notification Date : FEB 23, 2024 - FEB 23, 2024

Planned Owner Notification Date : APR 16, 2024 - APR 16, 2024

* NR - Not Reported