

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Delivery Stop: Dashboard  
**Date:** Thursday, February 22, 2024 11:48:49 AM

Publish Date: February 22, 2024  
From: Technical Service  
Expiration Date: March 7, 2024

DCSnet Message  
**Urgent**



Subject: **BMW Delivery Stop: Dashboard**

BMW AG has issued a Delivery Stop (effective February 9, 2024) on a small number of Model Year 2024 BMW vehicles that were produced on January 29, 2024.

**As of February 20, 2024, this Delivery Stop has been upgraded to a Safety Recall.**




**Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.**

The revised Bulletin, Recall Notice and FAQ have been attached for further information.

The bulletin will be updated when additional information becomes available.

Sincerely,  
Technical Service

Attachments:

 [B510524 Recall Notice\[1708620284074\].pdf](#)  
 [B510524\\_24V-xyz-I-Panel-FAQ-\(16Feb2024\)\[1708620284074\].pdf](#)  
 [B510524\\_Rev01\[1708620284074\].pdf](#) [B510524 Recall Notice\[1708620284074\].pdf](#)  
[B510524\\_24V-xyz-I-Panel-FAQ-\(16Feb2024\)\[1708620284074\].pdf](#)  
[B510524\\_Rev01\[1708620284074\].pdf](#)

Recipients: All, 22006, BMW of Fairfax, All Departments, All Personnel  
All, 96255, Fields BMW/Orlando MINI, All Departments, All Personnel  
All, 43005, BMW of Springfield, All Departments, All Personnel  
All 44235, BMW of South Austin, All Departments, All Personnel



## SIB 51 05 24 RECALL 24V-XXX: DASHBOARD

2024-02-22

### What's New:

- Title changed
- This Delivery Stop has been upgraded to a Safety Recall
- Situation section updated
- Recall Notice and FAQ added

### MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	January 29, 2024
G07	X7 Sports Activity Vehicle	January 29, 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 February 10, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

### SITUATION

BMW AG has issued a Delivery Stop (effective February 9, 2024) on a small number Model Year 2024 BMW vehicles that were produced on January 29, 2024.

As of February 20, 2024, this Delivery Stop has been upgraded to a Safety Recall.

The instrument panel may not have been produced by the supplier to specifications. In a crash, the front passenger air bag may not deploy as intended, which could increase the risk of injury to the front passenger. Pieces of the instrument panel may separate, which could increase the risk of injury to vehicle occupants.

**Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.**

The Recall Notice and FAQ have been attached for additional information.

The bulletin will be updated when additional information becomes available.

Supporting Materials

[picture\\_as\\_pdf B510524 Recall Notice.pdf](#)

[picture\\_as\\_pdf B510524\\_24V-xyz-l-Panel-FAQ-\(16Feb2024\).pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 24V-XXX: Dashboard – B51 05 24

BMW AG has issued a Delivery Stop (effective February 9, 2024) on a small number Model Year 2024 BMW vehicles that were produced on January 29, 2024.

As of February 20, 2024, this Delivery Stop has been upgraded to a Safety Recall.

**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**  
**24V-xyz**  
**Instrument Panel**  
**Model Year 2024**  
**BMW X5, X7**  
**Issue Date: 02/21/2024**

**Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**

Certain Model Year 2024 BMW X5 and X7 models in the US are potentially affected.

**Q2. What is the specific issue?**

The instrument panel may not have been produced by the supplier to specifications. In a crash, the front passenger air bag may not deploy as intended, which could increase the risk of injury to the front passenger. Pieces of the instrument panel may separate, which could increase the risk of injury to vehicle occupants.

**If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

**Q3. Why are other models / vehicles not included in this Safety Recall?**

Other models have an instrument panel that was produced by the supplier to specifications.

**Q4. Can I continue to drive my vehicle?**

Yes. However, when you are notified by BMW of this Safety Recall that a remedy is available, 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://www.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 advising them of this Safety Recall and to schedule an appointment with an authorized BMW center as soon as possible to have the remedy performed. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://www.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://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.

**Q7. How will my vehicle be remedied?**

The instrument panel will be replaced for free which should take several hours.

**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://www.bmwusa.com/recall).