

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 24V-XXX: Tailgate Trim
Date: Friday, February 16, 2024 3:48:38 PM

Publish Date: February 16, 2024
From: Technical Service
Expiration Date: March 1, 2024

DCSnet Message
Urgent



Subject: **BMW Recall 24V-XXX: Tailgate Trim**




BMW AG is conducting a Voluntary Safety Recall (effective February 16, 2024) on certain Model Year 2024 BMW vehicles that were produced between September 21, 2023, and November 2, 2023.

The tailgate panel may not have been properly attached to the vehicle. The panel could become loose and, in a rare case, could detach from the vehicle and become a hazard to other road users.

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:  [B510724 24V-xyz-TailgatePanel-FAQ-\(16Feb2024\)\[1708116323136\].pdf](#)
 [B510724 Recall Notice\[1708116323136\].pdf](#)
 [B510724\[1708116323136\].pdf](#) [B510724 24V-xyz-TailgatePanel-FAQ-\(16Feb2024\)\[1708116323136\].pdf](#)
[B510724 Recall Notice\[1708116323136\].pdf](#)
[B510724\[1708116323136\].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 51 07 24
RECALL 23V-XXX: TAILGATE TRIM

2024-02-16

MODEL

E-Series	Model Description	Production Date
G09	XM Sports Activity Vehicle	September 21, 2023 – November 2, 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 February 17, 2024, 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 B510724 Recall Notice.pdf](#)

[picture_as_pdf B510724 24V-xyz-TailgatePanel-FAQ-\(16Feb2024\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-xxx: Tailgate Trim – B51 07 24

BMW AG is conducting a Voluntary Safety Recall (effective February 16, 2024) on certain Model Year 2024 BMW vehicles that were produced between September 21, 2023, and November 2, 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
24V-xyz
Tailgate Panel
Model Year 2024
BMW XM
Issue Date: 02/16/2024**

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

Certain Model Year 2024 XM models in the US are potentially affected.

Q2. What is the specific issue?

The tailgate panel may not have been properly attached to the vehicle. The panel could become loose and, in a rare case, could detach from the vehicle and become a hazard to other road users.

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 a tailgate panel that was properly attached to the vehicle.

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. **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.

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at 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 and click on “**Manage recall notices and contact information**”.

Q7. How will my vehicle be remedied?

The tailgate panel will be inspected and, if necessary, 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.