

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 24V-xxx: Steering Shaft
Date: Wednesday, September 25, 2024 3:04:35 PM

Publish Date: September 25, 2024
From: Technical Service
Expiration Date: October 9, 2024

DCSnet Message
Urgent



Subject: **BMW Recall 24V-xxx: Steering Shaft**

BMW AG has issued a Delivery Stop (effective September 18, 2024) on certain Model Year 2024 - 2025 BMW vehicles that were produced between June 17, 2024, and September 4, 2024.

As of September 25, 2024, this Delivery Stop has been upgraded to a Safety Recall.




During certain steering maneuvers, the steering spindle could become damaged and break. In rare cases, a larger steering effort could be unexpectedly needed, which could increase the risk of a crash.

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 further information.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:  [B320524_Rev01\[1727290800536\].pdf](#)
 [B320524 Recall Notice\[1727290800536\].pdf](#)
 [B320524_24V-xyz-G60-70-90-SteeringSpindle-FAQ-\(25Sep2024\)\[1727290800536\].pdf](#)
[B320524_Rev01\[1727290800536\].pdf](#)
[B320524 Recall Notice\[1727290800536\].pdf](#)
[B320524_24V-xyz-G60-70-90-SteeringSpindle-FAQ-\(25Sep2024\)\[1727290800536\].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 i, All Offering, All Region, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All



SIB 32 05 24 RECALL 24V-XXX: STEERING SHAFT

2024-09-25

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
G60	5 Series Sedan & i5 Sedan	June 17, 2024 – September 4, 2024
G70	7 Series Sedan & i7 Sedan	June 17, 2024 – September 4, 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 September 19, 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 September 18, 2024) on certain Model Year 2024 - 2025 BMW vehicles that were produced between June 17, 2024, and September 4, 2024.

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Supporting Materials

[picture_as_pdf B320524 Recall Notice.pdf](#)

[picture_as_pdf B320524_24V-xyz-G60-70-90-SteeringSpindle-FAQ-\(25Sep2024\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-xxx: Steering Shaft – B32 05 24

BMW AG has issued a Delivery Stop (effective September 18, 2024) on certain Model Year 2024 - 2025 BMW vehicles that were produced between June 17, 2024, and September 4, 2024.

As of September 25, 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
Steering Spindle
Model Year 2024-2025
BMW 5 Series / i5, 7 Series / i7
Issue Date: 09/25/2024

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

Certain Model Year 2024-2025 BMW 5 Series / i5 and 7 Series / i7 models in the US are potentially affected.

Q2. What is the specific issue?

During certain steering maneuvers, the steering spindle could become damaged and break. In rare cases, a larger steering effort could be unexpectedly needed, which could increase the risk of a crash.

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

Other models have a steering spindle with the appropriate 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. **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 steering spindle 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.