



IMPORTANT SAFETY RECALL

**This notice applies to your vehicle,
Recall Campaign No. 24V-576: Engine Starter**

Remedy is
Available

September 2024

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 2019-2021 BMW 3 Series, 7 Series, 8 Series, X5 SAV, X6 SAC, and X7 SAV 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 bmwusa.com/dealer to locate your nearest BMW center.

What could happen?

The engine may not be able to be started. If the driver repeatedly attempts to start the engine using excessively long starting attempts, this may cause an electrical overload of the starter, lead to overheating and, in rare cases, could increase the risk of a thermal event or fire.

If you notice smoke from the engine compartment, your vehicle may be experiencing this issue. Do not continue to drive the vehicle. All occupants should exit the vehicle and move to a safe location away from traffic. Dial 911 in the event of an emergency. If it is not an emergency, contact BMW Roadside Assistance at 1-800-332-4269.

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

What will BMW do?

Your vehicle will receive a software update that will prevent the engine starter from being overloaded, for free which should take about one hour.

There may be some options to help overcome the inconvenience of bringing your vehicle in for service, if needed. Contact your local BMW center to check what may be available.

What if I am not the current owner of this vehicle?

If you changed your address or sold the vehicle, please let us know by visiting bmwusa.com/mybmw or by contacting BMW Customer Relations (see left side of page for contact info). You can also visit bmwusa.com/recall and select “[Manage recall notices and contact information](#)”. **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 bmwusa.com/recall. If you had this repair performed at your own expense, and are looking for information about possible reimbursement, please click on “[Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall \(TREAD Act\)](#)”. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, please contact BMW Customer Relations.

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.nhtsa.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience.

Sincerely,

BMW of North America, LLC

Company
BMW
of North America, LLC

BMW Group Company

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Spanish translation on back side
Traducción en español en el lado inverso



IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD

Este aviso corresponde a su vehículo,
Campaña de retirada n.º 24V-576: Arranque del motor

Hay una solución
disponible

Septiembre de 2024

Estimado propietario/arrendatario de un vehículo BMW:

Le enviamos este aviso de conformidad con la Ley Nacional de Seguridad de Tránsito y Vehículos (*National Traffic and Motor Vehicle Safety Act*). BMW AG ha determinado que algunos vehículos de los modelos Serie 3, Serie 7, Serie 8, X5 SAV, X6 SAC y X7 SAV de BMW, de los años 2019 a 2021, tienen un defecto relacionado con la seguridad de los vehículos motorizados. Según nuestros registros, usted es propietario de un vehículo posiblemente afectado.

¿Por qué nos comunicamos con usted?

Nos complace informarle que estamos listos para realizar esta retirada. **Si no se ha llevado a cabo la retirada, comuníquese de inmediato con el centro autorizado de BMW para programar una cita.** Visite bmwusa.com/dealer para encontrar el centro de BMW más cercano a usted.

¿Qué podría suceder?

Es posible que el motor no pueda arrancar. Si el conductor intenta hacer arrancar el motor varias veces con intentos de arranque prolongados, podría causar una sobrecarga eléctrica del motor de arranque, provocar sobrecalentamiento y, en raras ocasiones, aumentar el riesgo de fallas térmicas o incendios.

Si observa que sale humo del compartimento del motor, es posible que su vehículo tenga este problema. No siga conduciendo el vehículo. Todos los ocupantes deben salir del vehículo y dirigirse a un lugar seguro lejos del tráfico. En caso de emergencia, llame al 911. Si no es una emergencia, llame a Asistencia en la carretera de BMW (BMW Roadside Assistance) al 1-800-332-4269.

Si usted no es la única persona que conduce este vehículo, comunique esta información importante a todos los demás conductores y pasajeros.

¿Qué hará BMW?

Se actualizará el software de su vehículo, sin cargo, para evitar que el arranque del motor se sobrecargue, lo que podría llevar cerca de una hora.

De ser necesario, podría haber algunas opciones para ayudar a subsanar el inconveniente de traer su vehículo para repararlo. Comuníquese con su centro local de BMW para consultar cuáles son las opciones disponibles.

¿Qué sucede si no soy el propietario actual del vehículo?

Si cambió de dirección o vendió el vehículo, visite bmwusa.com/mybmw o comuníquese con el Servicio de Atención al Cliente de BMW (consulte la información de contacto a la izquierda de la página) para informarnos al respecto. También puede visitar bmwusa.com/recall y seleccionar “[Manage recall notices and contact information](#)” (Administrar los avisos de retirada y la información de contacto). **Si usted es arrendador del vehículo, las reglamentaciones federales exigen que reenvíe este aviso a su arrendatario en un plazo de diez días.**

¿Qué debo hacer si tengo más preguntas?

Para acceder a las últimas novedades sobre esta retirada, visite bmwusa.com/recall. Si usted pagó esta reparación y busca información sobre un posible reembolso, haga clic en “[Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall \(TREAD Act\)](#)” (Reembolso de reparaciones pagadas previamente por el cliente relacionadas con una retirada por motivos de seguridad [Ley de Mejora, Responsabilidad y Documentación del Retiro del Transporte, TREAD]). Si tiene alguna pregunta sobre esta retirada, comuníquese con su centro autorizado de BMW. Si necesita asistencia adicional, comuníquese con el Servicio de Atención al Cliente de BMW.

Si el centro de BMW no puede solucionar el defecto sin cargo o en un plazo razonable, usted puede notificar al administrador de la Administración Nacional de Seguridad de Tránsito en Carreteras (National Highway Traffic Safety Administration), en 1200 New Jersey Ave., S.E., Washington, DC 20590, llamar a la Línea gratuita directa de seguridad vehicular (Vehicle Safety Hotline) al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar el sitio web <http://www.nhtsa.gov>.

Le aseguramos que nos importa su seguridad y le pedimos sinceras disculpas si esta retirada le causa algún inconveniente.

Atentamente,

BMW of North America, LLC

English translation on front side
Traducción en inglés en el frente

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Safety Recall
24V-576
Engine Starter
Model Year 2019-2021
BMW 3 Series, 7 Series, 8 Series
BMW X5, X6, X7
(Vehicles With Certain B58 Engine Configuration)
Issue Date: 07/31/2024
Update Date: 09/27/2024

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

Model Year 2019-2021 BMW 3 Series Sedan, 7 Series, 8 Series (Coupe, Convertible, Gran Coupe), X5 SAV, X6 SAV, and X7 SAV models, with a certain B58 engine configuration, in the US are potentially affected.

Q2. What is the specific issue?

In certain cases in which the engine starter has some mechanical damage, the engine may not be able to be started. If the driver repeatedly attempts to start the engine using excessively long starting attempts, this may cause an electrical overload of the starter. If the engine acoustic protection material is contaminated by, e.g. oil, then in an extreme case, this could lead to a thermal event.

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

Other models were manufactured with a different B58 engine configuration.

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 become aware of the issue?

BMW 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. To locate your nearest authorized BMW center, please visit bmwusa.com/dealer.

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?

Potentially affected vehicles will receive a software update that will prevent the engine starter from being overloaded, for free which should take about one hour.

Q8. Do I have to wait for BMW to contact me to have the remedy performed?

No. Please contact an authorized BMW center as soon as possible to have the Safety Recall completed. For the latest updates to this Safety Recall, please visit bmwusa.com/recall.