



IMPORTANT SAFETY RECALL

**This notice applies to your vehicle,
Recall Campaign No. 23V-707: VANOS Assembly (Engine) Bolts**

**Remedy is
Available**

June 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 2010-2012 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, and Z4 models. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

Your vehicle was included in an Extended Warranty program for this issue which has now been changed to a Safety Recall. 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 authorized BMW center.

What could happen?

The VANOS assembly (engine) bolts may, over time, loosen, and eventually break. If this occurred, a reduced engine power “safe mode” may be activated. In some cases, the engine may not be able to be restarted after switching off. Also, the engine could stall which could increase the risk of a crash.

If you notice one or more of the following conditions, your vehicle may be experiencing this issue. If this occurs, you should carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive your vehicle. You should immediately contact the nearest authorized BMW center to arrange for pickup and transportation of your vehicle to the BMW center.

- **A rough running engine, or unusual engine noise, which may include illumination of the Check Engine (or Service Engine Soon) warning lamp and/or a warning message in the instrument cluster.**
- **Engine stalling.**

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?

The VANOS attachment bolts will be replaced for free which should take about four hours. 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.safercar.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

Company
BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

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



IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD
Este aviso se aplica a su vehículo,
Campaña de retirada n.º 23V-707: Pernos del conjunto VANOS (motor)

Hay una reparación disponible

Junio de 2024

Estimado propietario o 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 1, Serie 3, Serie 5, X3 SAV, X5 SAV y Z4 de BMW, de los años 2010 a 2012, 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?

Su vehículo fue incluido en un programa de garantía extendida por este problema que ahora se cambió a una retirada por motivos de seguridad. 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 buscar el centro autorizado de BMW más cercano.

¿Qué podría suceder?

Los pernos del conjunto VANOS (motor) pueden, con el tiempo, aflojarse y eventualmente romperse. Si esto ocurriera, se puede activar un “modo seguro” de potencia reducida del motor. En algunos casos, es posible que no se pueda arrancar el motor después de apagarlo. Además, el motor podría detenerse, lo que podría aumentar el riesgo de accidente.

Si nota una o más de las siguientes condiciones, es posible que su vehículo esté teniendo este problema. Si esto ocurre, aléjese con cuidado del tránsito y deténgase en un lugar seguro lo antes posible. No siga conduciendo el vehículo. Debe comunicarse inmediatamente con el centro autorizado de BMW más cercano para organizar la retirada y el transporte de su vehículo al centro BMW.

- Un motor que funciona con dificultad o con un ruido inusual, que puede incluir el encendido de la luz de control del motor (o Revisión del motor lo antes posible) o una luz o mensaje de advertencia en el tablero de instrumentos.
- Detención del motor.

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

¿Qué hará BMW?

Se cambiarán los pernos de fijación de VANOS de forma gratuita, lo cual tomará aproximadamente cuatro horas. Podría haber algunas opciones para ayudar a subsanar el inconveniente de traer su vehículo para que se realice el servicio, de ser necesario. Comuníquese con su centro local de BMW para consultar cuáles son las opciones disponibles.

¿Qué ocurre si no soy el propietario actual de este vehículo?

Si usted cambió de dirección o vendió el vehículo, debe informarlo en bmwusa.com/mybmw o comunicarse con el Servicio de Atención al Cliente de BMW (*BMW Customer Relations*) (consulte la información de contacto en el lado izquierdo de la página). También puede visitar bmwusa.com/recall y seleccionar “[Manage recall notices and contact information](#)” (Administre las notificaciones 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 conocer las últimas actualizaciones sobre esta retirada, visite bmwusa.com/recall. Si esta reparación corrió por su cuenta 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 las reparaciones pagadas previamente por el cliente relacionadas con una retirada de seguridad [Ley de Mejora, Responsabilidad y Documentación del Retiro del Transporte, TREAD]). Si tiene alguna pregunta sobre esta retirada, comuníquese con el centro autorizado de BMW. Si necesita más ayuda, comuníquese con el Servicio de Atención al Cliente de BMW.

Si el centro de BMW no puede resolver 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.safercar.gov>.

Su seguridad es importante para nosotros y le pedimos sinceras disculpas si esta retirada le causa algún inconveniente. Le recomendamos que usted y sus pasajeros usen el cinturón de seguridad en todo momento.

Atentamente,

BMW of North America, LLC

English translation on back side
 Traducción en inglés al dorso

Empresa
 BMW
 of North America, LLC

BMW Group Company

Dirección postal
 P.O. Box 1227
 Westwood, NJ 07675-1227

Teléfono
 (800) 525-7417

Fax
 (201) 930-8362

Correo electrónico
 CustomerRelations@
 bmwusa.com

Sitio web
 bmwusa.com

Safety Recall
23V-707
VANOS
Model Year 2010-2013
BMW 1 Series, 3 Series, 5 Series
BMW X1, X3, X5, Z4
(Models with inline 6-cylinder engine)

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

Certain Model Year 2010-2013 BMW 1 Series, 3 Series, 5 Series, X1 SAV, X3 SAV, X5 SAV, and Z4 models in the US are potentially affected. Please note that these vehicles have been previously covered by a BMW Extended Warranty program.

Q2. What is the specific issue?

The VANOS assembly (engine) bolts may, over time, loosen, and eventually break. If this occurred, a reduced engine power “safe mode” may be activated. In some cases, the engine may not be able to be restarted after switching off and, in rare cases, the engine could stall which could increase the risk of a crash.

If your vehicle stalls, or if you notice a rough running engine, or unusual engine noise, which may include illumination of the Check Engine (or Service Engine Soon) warning lamp and/or a warning message in the instrument cluster, your vehicle may be experiencing this issue. If this occurs, you should carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive your vehicle. You should immediately contact the nearest authorized BMW center to arrange for pickup and transportation of your vehicle to the BMW center. 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 VANOS system with a different specification.

Q4. Can I continue to drive my vehicle?

Yes. However, when you are notified by BMW of this Safety Recall, 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 and requested to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at 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 have the VANOS attachment bolts replaced for free which should take about four hours.

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 this Safety Recall performed. Please visit bmwusa.com/dealer to locate your nearest authorized BMW center.