

Part 573 Safety Recall Report

23V-700

Manufacturer Name : BMW of North America, LLC

Submission Date : OCT 18, 2023

NHTSA Recall No. : 23V-700

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : BMW of North America, LLC

Address : P.O. Box 1227

Westwood NJ 07675-1227

Company phone : 18005257417

Population :

Number of potentially involved : 9,211

Estimated percentage with defect : 28 %

Vehicle Information :

Vehicle 1 : 2023-2024 BMW 740i, 740i xDrive, 760i xDrive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Approximately 5,680 vehicles were manufactured in which the ground connection to the steering wheel may not have been attached according to specifications by the supplier.

Basis for recall population determination:

Vehicle manufacturing information and supplier production records were reviewed to determine the number and production date range of potentially affected vehicles.

Recall component difference to non-recall component:

The hands-on detection system may not function as intended.

Production Dates : JUL 04, 2022 - AUG 30, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2024-2024 BMW 750e xDrive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : Approximately 138 vehicles were manufactured in which the ground connection to the steering wheel may not have been attached according to specifications by the supplier.

Basis for recall population determination:

Vehicle manufacturing information and supplier production records were reviewed to determine the number and production date range of potentially affected vehicles.

Recall component difference to non-recall component:

The hands-on detection system may not function as intended.

Production Dates : JUN 20, 2023 - AUG 30, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2023-2024 BMW i7 eDrive50, i7 xDrive60, i7 M70

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : Approximately 2,724 vehicles were manufactured in which the ground connection to the steering wheel may not have been attached according to specifications by the supplier.

Basis for recall population determination:

Vehicle manufacturing information and supplier production records were reviewed to determine the number and production date range of potentially affected vehicles.

Recall component difference to non-recall component:

The hands-on detection system may not function as intended.

Production Dates : JUL 04, 2022 - AUG 30, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2024-2024 BMW 530i, 530i xDrive

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Approximately 120 vehicles were manufactured in which the ground connection to the steering wheel may not have been attached according to specifications by the supplier.

Basis for recall population determination:

Vehicle manufacturing information and supplier production records were reviewed to determine the number and production date range of potentially affected vehicles.

Recall component difference to non-recall component:

The hands-on detection system may not function as intended.

Production Dates : JUN 23, 2023 - JUL 14, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2024-2024 BMW i5 eDrive40, i5 M60

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : Approximately 549 vehicles were manufactured in which the ground connection to the steering wheel may not have been attached according to specifications by the supplier.

Basis for recall population determination:

Vehicle manufacturing information and supplier production records were reviewed to determine the number and production date range of potentially affected vehicles.

Recall component difference to non-recall component:

The hands-on detection system may not function as intended.

Production Dates : JUN 26, 2023 - AUG 29, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : During assembly by the supplier, the ground connection to the steering wheel may not have been attached according to specifications. This could affect the functionality of the hands-on detection system due to the possibility of misreading the electrical capacitance in that location.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the driver's hands were not in contact with the steering wheel, then the system would not properly detect this condition. In the rare case that the driver was no longer able to operate the vehicle, the Emergency Stopping Assistant (ESA) system would not be engaged. If this occurred, the vehicle would continue in a driving mode – as opposed to coming to a controlled stop via the ESA system – which could increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Steering Wheel

Component Description : Steering Wheel

Component Part Number : 5A0XXXX / 5A1XXXX / 5A2XXXX / 5A3XXXX / 5A4XXXX

Supplier Identification :

Component Manufacturer

Name : Autoliv

Address : Autoliv Romania S.R.L.

Wheels Division WRO Sfanthu Gheorghe Foreign States 520072

Country : Romania

Chronology :

On August 24, 2023, during a vehicle test drive to assess long-term quality, it was noticed that the hands-on detection system appeared to continuously, and erroneously, recognize the presence of the driver's hands on the steering wheel. An engineering review was initiated.

Between the end of August and early October, reviews of technical information were conducted by both the supplier and BMW. Additional test drives were also conducted involving other development vehicles equipped with various configurations of steering wheels to examine possible effects on system functionality. The supplier also conducted reviews of their production and process information. The supplier was able to identify that, due to a misadjusted drilling process, the bore hole for the fastening of the ground connection to the steering wheel may not have been produced to specifications. As a result, this could cause a loose connection between the ground cable and the steering wheel.

Analyses indicated that if such a condition were to exist, the capacitance measurement could provide an erroneous reading. This could affect the functionality of the system which, in turn, could also affect the functionality of the Emergency Stopping Assistant (ESA) system.

Vehicle assembly information and supplier production and process records were reviewed to determine the number, and production dates, of potentially affected vehicles.

On October 11, 2023, BMW decided to conduct a voluntary safety recall.

BMW has not received any reports, nor is BMW otherwise aware, of any accidents or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : The ground connection will be inspected and, if necessary, reattached to specifications.

Owners will be notified by First Class mail advising them of the recall and to schedule an appointment with an authorized BMW dealer to have the remedy performed for free. If this condition were to occur to a potentially affected vehicle prior to this recall, the remedy would be covered by the BMW New Vehicle Limited Warranty program. Therefore, reimbursement for a pre-notification remedy re Part 573.13 and Part 577.11 is not necessary.

How Remedy Component Differs from Recalled Component : Recall component: Steering Wheel- part number: 5A0XXXX / 5A1XXXX / 5A2XXXX / 5A3XXXX / 5A4XXXX

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealer notification is expected to begin and end on October 18, 2023.

Owner notification is expected to begin and end on December 8, 2023.

Planned Dealer Notification Date : OCT 18, 2023 - OCT 18, 2023

Planned Owner Notification Date : DEC 08, 2023 - DEC 08, 2023

* NR - Not Reported

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 23V-XXX: Steering Wheel Ground Connection
Date: Thursday, October 12, 2023 2:54:33 PM

Publish Date: October 12, 2023
From: Technical Service
Expiration Date: October 26, 2023

DCSnet Message
Urgent



Subject: **BMW Recall 23V-XXX: Steering Wheel Ground Connection**

BMW AG is conducting a Voluntary Safety Recall (effective October 12, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between July 4, 2022, and September 7, 2023.

The steering wheel Hands-On-Off (HOO) detection system may not have been produced according to specifications by the supplier. If the driver's hand's location was not properly detected, then certain advanced driver assistance system functions may not perform as intended.

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:

 [B320323\[1697136694095\].pdf](#)
 [B320323 Recall Notice\[1697136694095\].pdf](#)
 [23V-xyz-G60-70-HOO-FAQ-\(12Oct2023\)\[1697136694095\].pdf](#)
[B320323\[1697136694095\].pdf](#)
[B320323 Recall Notice\[1697136694095\].pdf](#)
[23V-xyz-G60-70-HOO-FAQ-\(12Oct2023\)\[1697136694095\].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 03 23

2023-10-12

RECALL 23V-XXX: STEERING WHEEL GROUND CONNECTION

MODEL

E-Series	Model Description	Production Date
G60	5 Series Sedan, i5 Sedan	June 23, 2023 – September 7, 2023
G70	7 Series Sedan, i7 Sedan	July 4, 2022 – September 7, 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 October 13, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective October 12, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between July 4, 2022, and September 7, 2023.

The steering wheel Hands-On-Off (HOO) detection system may not have been produced according to specifications by the supplier. If the driver’s hand’s location was not properly detected, then certain advanced driver assistance system functions may not perform as intended.

The Recall Notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Supporting Materials

[picture_as_pdf B320323 Recall Notice.pdf](#)

[picture_as_pdf 23V-xyz-G60-70-HOO-FAQ-\(12Oct2023\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-XXX: Steering Wheel Ground Connection – B32 03 23

BMW AG is conducting a Voluntary Safety Recall (effective October 12, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between July 4, 2022, and September 7, 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
23V-xyz
Steering Wheel
(Hands-On-Off System)
Model Year 2023 - 2024
BMW 5 Series / i5 / 7 Series / i7
Issue Date: 10/12/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2023 - 2024 BMW 5 Series, i5, 7 Series, and i7 models in the US are potentially affected.
- Q2. What is the specific issue?**
The steering wheel Hands-On-Off (HOO) detection system may not have been produced according to specifications by the supplier. If the driver's hand's location was not properly detected, then certain advanced driver assistance system functions may not perform as intended.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have an HOO system that was produced to specifications by the supplier.
- 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 system replaced for free which should take about one hour.
- 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.



SIB 32 03 23

2023-10-17

RECALL 23V-XXX: STEERING WHEEL GROUND CONNECTION

This Service Information Bulletin (Revision 1) replaces SI B32 03 23 **dated October 2023**.

What's New:

- Situation changed
- Correction added
- Procedure added
- Parts Information added
- Claim Information added

MODEL

E-Series	Model Description	Production Date
G60	5 Series Sedan, i5 Sedan	June 23, 2023 – September 7, 2023
G70	7 Series Sedan, i7 Sedan	July 4, 2022 – September 7, 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. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective October 12, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between July 4, 2022, and September 7, 2023.

A ground wire might not be properly fastened in the steering wheel. This can cause a loose connection which indicates hands are ON the steering wheel even when being driven with hands-off.

CORRECTION

Remove the steering wheel airbag. Check the ground wire at the steering wheel horn pad bracket for correct tightness and lack of movement.



PROCEDURE

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe

**injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00...
“Observe safety instructions when handling electric vehicles”.**

Additional Information:

Scheduled Maintenance, or Quality Certification 1 (Pre-Delivery Inspection) on Electric or Hybrid vehicles does not require HV technical training.

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Disconnect Switch) by a properly trained technician, who has a minimum HV Qualification level after completing the Technical Training Course ST1824 (Alternative Drive Part 1). Once the vehicle’s HV system is disabled (the “Blitz” - lightning bolt icon displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

High Voltage Battery removal and rework can be performed ONLY by a HV Specialist Technician (certified by the Technical Training Course ST1825 – Alternative Drive Part 2), AND with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle (e.g., to repair GEN4 battery of G05 PHEV, certification from Technical Training Course “ST2006 – SP44 HV Battery” is required).

1. Deactivate the high voltage system following the repair instructions listed in ISTA/AIR 61 25 900.

2. Remove the steering wheel airbag following the repair instructions listed in ISTA/AIR 32 34 030 and check the ground connection.

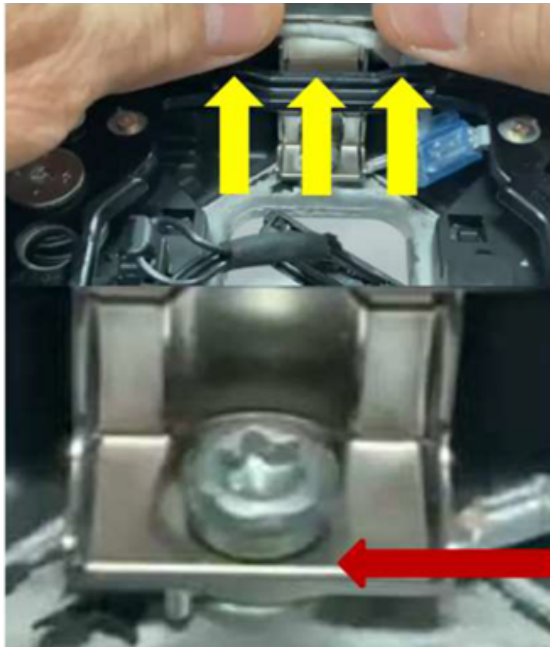


3. If the ground connection screw is not in contact with the horn plate bracket upon visual inspection but is tight and at the correct torque spec (2.5 Nm +/- 5 Nm), the screw must be removed, and the threads need to be inspected for any burr formations.

Add two (1 mm) thick washers under the screw head, then tighten screw to (2.5 Nm +/- 5 Nm).



4. If the screw is already in full contact with the horn plate bracket and is tighten to (2.5 Nm + - 5 Nm), check the tightness of the connection as explained below.



Press the horn cover from the inside out to observe any possible movement of the horn pad bracket and the screw.



5. If there is no relative movement, use a 0.1 mm feeler gauge between the bottom of the screw head and the horn pad bracket.



Note: DO NOT check the cable lug of the ground strap for tightness.

Be careful when inserting the screw, because the cable lug is sensitive to force and tensile loads due to its geometry.

6. Reinstall the components back on the vehicle and reactive the high voltage system following the repair instructions listed in ISTA/AIR 61 25 900.

PARTS INFORMATION

Please refer to the Parts Matrix for the most up to date ordering information.

For WP # 2 and #4, only use and invoice the part number below.

Part Number	Description	Quantity
07 11 9 904 207	Washer	2 (if needed)
Or		
07 11 9 904 208	Washer	2 (if needed)

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when required, the part number stated above, at the applicable quantity.

Repair Code:	0032470300	---
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Below are the special flat rate labor operation code choices for this action.

Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 75 608	Check steering wheel for incorrect screw connection for ground cable (No repair is necessary)	3 FRU (530i/530i xDr, 740i/740i xDr); 4 FRU (i5 eDr/M60 xDr, i7 eDr/xDr/M70 xDr, 750e xDr)
Or:			
# 2	00 75 609	Check the steering wheel and rework the ground cable screw connection	4 FRU (530i/530i xDr, 740i/740i xDr); 5 FRU (i5 eDr/M60 xDr, i7 eDr/xDr/M70 xDr, 750e xDr)

Or:

The vehicle arrives at your center and this Recall shows open (No other Main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 75 084	Check steering wheel for incorrect screw connection for ground cable (No repair is necessary)	5 FRU
Or:			
# 4	00 75 085	Check the steering wheel and rework the ground cable screw connection	6 FRU (530i/530i xDr, 740i/740i xDr, 750e xDr); 7 FRU (i5 eDr/M60 xDr, i7 eDr/xDr/M70 xDr)

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B32 03 23 WP 1), unless otherwise required by State law.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue, and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you do receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

[FEEDBACK REGARDING THIS BULLETIN](#)

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B320323 Recall Notice.pdf](#)

[picture_as_pdf 23V-xyz-G60-70-HOO-FAQ-\(12Oct2023\).pdf](#)

SAFETY RECALL NOTICE

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(Hands-On-Off System)
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- 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**".
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