



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle,  
Recall Campaign No. 23V-700:  
Hands-On-Off Detection / Emergency Stopping Assistant

Remedy is  
Available

December 2023

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 2023-2024 BMW 5 Series, i5, 7 Series, and i7 vehicles. 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](http://bmwusa.com/dealer) to locate your nearest authorized BMW center.

### **What could happen?**

When the driver's hands are not in contact with the steering wheel, this condition may not be properly recognized. This could affect the operation of the Hands On-Off (HOO) detection system and, consequently, the Emergency Stopping Assistant (ESA) system. If the driver was not properly operating the vehicle (e.g., asleep, acute medical condition), the ESA system would not be activated. 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.

**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 electrical ground connection to the steering wheel, which caused this condition, will be checked and, if necessary, properly reattached 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](http://bmwusa.com/mybmw) or by contacting BMW Customer Relations (see left side of page for contact info). **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](http://bmwusa.com/recall). 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

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

Company  
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of North America, LLC  
BMW Group Company

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## IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD

Este aviso corresponde a su vehículo

Campaña de retirada n.º 23V-700:

Detección de manos sobre el volante / Asistente de frenado de emergencia

Hay una solución  
disponible

Diciembre de 2023

Estimado propietario o arrendatario de un vehículo BMW:

Este aviso se le envía de conformidad con la Ley Nacional de Seguridad de Tránsito y Vehículos (National Traffic and Motor Vehicle Safety Act). BMW AG ha determinado que existe un defecto relacionado con la seguridad de los vehículos en determinados modelos de BMW serie 5, i5, 7 e i7 de 2023-2024. Nuestros registros indican que usted es propietario de un vehículo posiblemente afectado.

### ¿Por qué nos estamos comunicando con usted?

Nos complace informarle que estamos listos para llevar a cabo esta retirada. **Si todavía no realizó la retirada, comuníquese de inmediato con su centro autorizado de BMW para programar una cita.** Visite [bmwusa.com/dealer](http://bmwusa.com/dealer) para encontrar el centro autorizado de BMW más cercano.

### ¿Qué podría suceder?

Es posible que no se reconozca correctamente cuando las manos del conductor no están en contacto con el volante. Esto puede afectar el funcionamiento del sistema de detección de las manos sobre el volante (Hands On-Off, HOO) y, por lo tanto, el sistema del asistente de frenado de emergencia (Emergency Stopping Assistant, ESA). Si el conductor no está operando correctamente el vehículo (por ejemplo, si está dormido o tiene una condición médica grave), el sistema de ESA no se activará. Si esto ocurre, el vehículo podría continuar en el modo de conducción, en lugar de detenerse de manera controlada con el sistema de ESA, lo cual aumentaría el riesgo de un choque.

**Si no es el único conductor de este vehículo, informe a los demás conductores y pasajeros sobre este aviso importante.**

### ¿Qué hará BMW?

Se revisará la conexión eléctrica a tierra del volante, la cual produjo esta situación, y de ser necesario, se acomodará gratis, lo cual tomará cerca de una hora. Puede haber ciertas opciones para ayudarlo a superar las molestias de tener que llevar su vehículo a un centro para esta tarea de servicio, de ser necesarias. Comuníquese con su centro de BMW local para consultar 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](http://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 informarnoslo. **Si arrienda el vehículo, las regulaciones federales exigen que envíe esta notificación a su arrendatario en un plazo de diez días.**

### ¿Qué puedo hacer si tengo preguntas adicionales?

Para acceder a las últimas novedades de esta retirada, visite [bmwusa.com/recall](http://bmwusa.com/recall). Si tiene alguna pregunta sobre esta retirada, póngase en contacto con su centro autorizado de BMW. Si necesita asistencia adicional, comuníquese con el Servicio de atención al cliente de BMW.

Si su centro de BMW no puede arreglar el defecto de forma gratuita o en un plazo razonable, puede comunicarse con la Administración Nacional de Seguridad de Tránsito en Carreteras (National Highway Traffic Safety Administration), 1200 New Jersey Ave., S.E., Washington, DC 20590, llamar a la línea gratuita de seguridad vehicular (Vehicle Safety Hotline) al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar <http://www.safercar.gov>.

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

Atentamente,

BMW of North America, LLC

English translation on front side  
Traducción en inglés en el frente

Empresa  
BMW

of North America, LLC  
BMW Group Company

Dirección postal  
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**Safety Recall**  
**23V-700**  
**Steering Wheel**  
**(Hands-On-Off System)**  
**Model Year 2023-2024**  
**BMW 5 Series / i5 / 7 Series / i7**  
**Issue Date: 10/12/2023**  
**Update Date: 12/08/2023**

- 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](https://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.
- To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://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](https://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?**  
No. Please contact an authorized BMW center as soon as possible to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](https://bmwusa.com/dealer).