




SI B62 16 17
Instruments

March 2018
Technical Service

DELIVERY STOP & RECALL 17V-719: INSTRUMENT PANEL DISPLAY

New information provided by this revision is preceded by this symbol .

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information bulletin replaces SI B62 16 17 **dated November 2017**

What's New:

- Affected Vehicles
- Procedure
- Associated work procedure labor operation code 00 66 560 added

MODEL

| | | | |
|----------------------|----------------------------|----------------|--------------|
| F22 (2 Series Coupe) | F23 (2 Series Convertible) | F87 (M2 Coupe) | G01 (X3 SAV) |
|----------------------|----------------------------|----------------|--------------|

SITUATION

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 10, 2017) on certain Model Year 2018 vehicles involving the instrument panel display.

Affected vehicles were programmed with faulty software. The display may not wake up from standby mode or may not indicate operating conditions and warning symbols as required.

AFFECTED VEHICLES

Approximately 3,200 vehicles are affected by this delivery stop / recall.

Vehicles which are affected will show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next. The affected vehicles are identified with description: **0062450100 B621617 Recall: Instrument Panel Display.**

Customer notification letters were mailed informing them of the recall and requested that they come in for software update.

CAUSE



Software error in the instrument cluster (KOMBI)

CORRECTION

Reprogram vehicle.

PROCEDURE

Program the vehicle using ISTA as follows:

1.  F22, F23, F87– ISTA 4.08.21 or
2.  G01– ISTA 4.08.31 or newer




Note: For G01. **This procedure must be performed prior to handing the vehicle over to the customer and all faults must be corrected.**

| Model | Target integration level | Solution |
|----------------------------|--------------------------|--------------|
| F22 (2 Series Coupe) | F020-17-11-521 | ISTA 4.08.21 |
| F23 (2 Series Convertible) | F020-17-11-521 | ISTA 4.08.21 |
| F87 (M2 Coupe) | F020-17-11-521 | ISTA 4.08.21 |
| G01 (X3 SAV) | S15A-17-11-530 | ISTA 4.08.31 |

Note that ISTA 4 will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply (SI [B04 23 10](#)).



 NOTE: If the instrument cluster does not power up to program, perform a battery reset (10 seconds or more) prior to connecting to retry programming again.

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION


Parts replacement is not a solution for this issue.

WARRANTY INFORMATION

Reimbursement for this Recall repair campaign is via normal claim entry utilizing the following information:

| | | |
|---------------------|-------------------|--|
| Defect Code: | 0062450100 | |
|---------------------|-------------------|--|


Completion “before” vehicle delivery to the customer or the vehicle is already in the workshop

| Labor Operation: | Labor Allowance: | Description: |
|------------------|------------------|--|
| 00 65 861 | 8 FRU | Programming and encoding control units (includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work) |
| And, if needed: | | |
| 00 66 560 | 1 FRU | Battery power reset, additional work, if the instrument cluster does not power up to program (Associated work with 00 65 861)  |

| | | |
|-----------|-------|---|
| Or: | | |
| 00 65 862 | 1 FRU | Programming and coding was performed previously in conjunction with another campaign or repair (vehicle is already at the specified "Target" integration level or higher, no repair is necessary) (Plus work) |

Or:

Completion after vehicle delivery to the customer

| Labor Operation: | Labor Allowance: | Description: |
|------------------|------------------|---|
| 00 65 221 | 9 FRU | Programming and encoding control units (includes connecting an approved battery charger/power supply and performing a vehicle test) (Main work) |
| And, if needed: | | |
| 00 66 560 | 1 FRU | Battery power reset, additional work, if the instrument cluster does not power up to program (Associated work with 00 65 221)  |
| Or: | | |
| 00 65 222 | 1 FRU | Programming and coding was performed previously in conjunction with another campaign or repair (vehicle is already at the specified "Target" integration level or higher, no repair is necessary) (Main work) |

During the same workshop visit, if a vehicle requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

Vehicle Programming and Encoding

A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur "during" this programming procedure:

- Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Please explain this additional work (The why and what) on the repair order in the claim comments section.

B. For control module failures that occurred "prior" to performing this programming procedure:

- When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in KSD2/AIR.

TREAD Act - Previous Customer-Pay Repairs

Based on the small number affected vehicles, their current age and the "issue" being addressed by this "Safety Recall" Service Information bulletin, reimbursement requests for prior customer-pay repairs are not very likely.

Posted: Friday, March 23, 2018

ATTACHMENTS

View PDF attachment [**B621617 Recall Notice.**](#)

View PDF attachment [**2017-BMW-MY18-Various-ICDisplay-QA\(17Nov2017\)Final.**](#)

View PDF attachment [**B621617 Attachment Procedure.**](#)

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SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 17V-719: Instrument Panel Display B62 16 17

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 10, 2017) on certain Model Year 2018 vehicles involving the instrument panel display.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

Integrated Service Technical Application
VIN: LA13898 Vehicle: XYG01/off-road vehicle/03 xDrive30i/B46/AUT/US/left-hand drive/2017/07 PAD U= 14.0 V

| Code | Description | Mileage | Existent | Class |
|--------|---|---------|----------|-------------|
| CF5541 | Message (kilometer reading / range, 276.4.8) invalid, receiver VTG, transmitter KC -1 | | unknown | Information |
| D51565 | Message (vehicle condition, 121.1.2) not current, receiver EPS, transmitter BDC-Z -1 | | No | Information |
| CA849A | Invalid signal (0x7530_0x0001, chassis, vehicle model), transmitter BDC-ZGM -1 | | ja | Information |
| C9543E | Message (kilometre reading / range, 0x330) not current, receiver ACSM, transmitter -1 | | ja | Information |
| 9309ED | Front passenger seat occupancy detection System not yet enabled | -1 | ja | |
| 4810C4 | SIWW: Perform start-up | -1 | ja | |

Number of fault memories: 6 / 6 No. fault patterns: 0 Filter: Default

Show fault code Erase fault memory Filter fault memory Delete filter Show complexity SIBs Calculate test plan

1. After programming there are fault memories stored that need to be corrected prior to handing the vehicle over to the customer.
2. Information faults can be ignored and will generally clear after a sleep cycle of the vehicle.

Integrated Service Technical Application
VIN: LA13898 Vehicle: XYG01/off-road vehicle/03 xDrive30i/B46/AUT/US/left-hand drive/2017/07 PAD U= 14.0 V

| Type | Title | Status | Priority |
|------|--|--------|----------|
| | Seat occupancy detector, passenger | | 1 |
| ADL | Front passenger seat occupancy detection, US version | | 1 |
| | Lane change warning: Start-up | | 1 |
| ADL | Lane change warning: Start-up | | 1 |
| | 03 Bus system analysis: Signal fault | | 2 |
| ADL | CANFlexRay bus system analysis: Interface fault information "Signal invalid" | | 2 |
| | 04 Bus system analysis: Message not current | | 2 |
| ADL | CANFlexRay bus system analysis: Message error information "Message not up to date" | | 2 |

Hits: 4 / 6 Filter: Default not called performed minimized cancelled suspected

Back Filters Show symptoms Collapse / expand Test standard filter Repair overview (Part, ...) Display

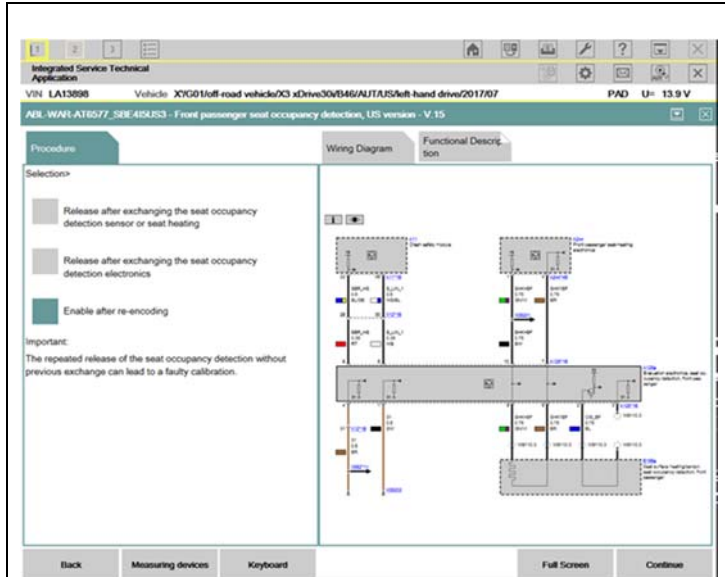
3. Select the test plan for the front seat occupancy detection and display.

Integrated Service Technical Application
VIN: LA13898 Vehicle: XYG01/off-road vehicle/03 xDrive30i/B46/AUT/US/left-hand drive/2017/07 PAD U= 13.9 V
ADL_WAH_A1B077_S0K4DUS3 - Front passenger seat occupancy detection, US version - V.15

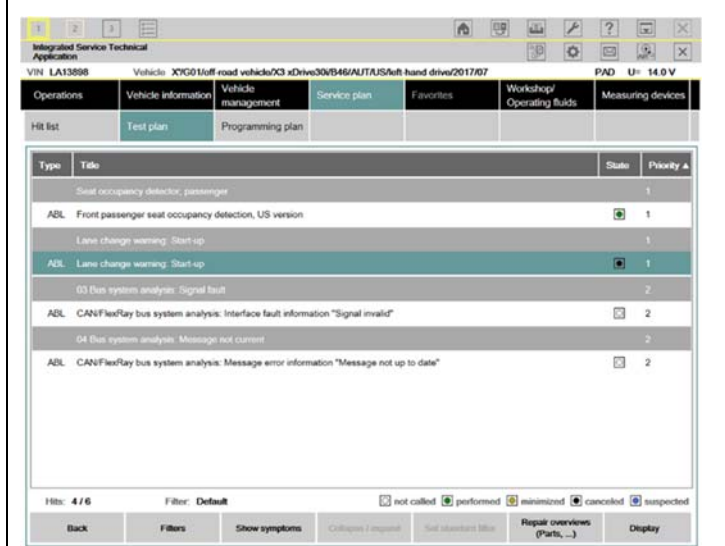
| Procedure | Description | Details | System context |
|--|---|--|---|
| <p>Fault data</p> <p>Following fault data are stored for the tested function or component group.</p> <p>1 9309ED Front passenger seat occupancy detection System not yet enabled</p> <p>Select fault code and continue procedure.</p> | <p>Fault description</p> <p>The seat occupancy detection has not yet been enabled.</p> | <p>Condition for fault identification</p> <p>Voltage supply 8 V to 16 V</p> | <p>Condition for fault memory entry</p> <p>Monitoring during startup</p> |
| | <p>Action in service</p> <p>1. Ensure that no person or objects are in the front passenger seat.</p> <p>2. Carry out enabling process.</p> | <p>Note on effect of fault</p> <p>SBE without function</p> | <p>Driver information</p> <p>Warning light: Airbag control lamp</p> <p>Check Control message (109): Front passenger restraint system</p> |
| | <p>Service instruction</p> | | |

Back Measuring devices Keyboard Full Screen Continue

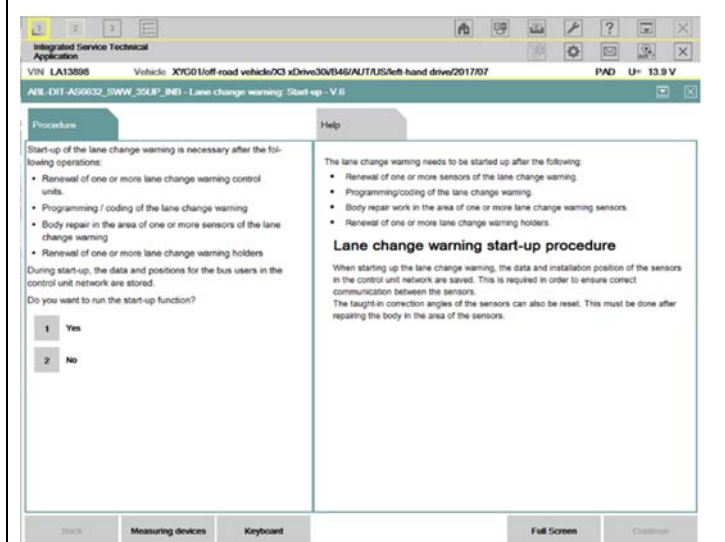
4. Once in the test plan, highlight the fault code and continue.



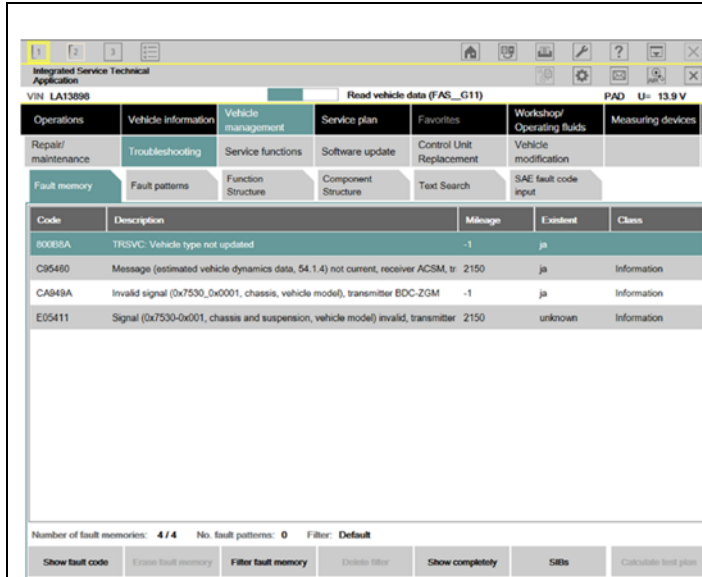
5. Select “Enable after re-coding” and continue and finish the test plan to enable the seat mat.



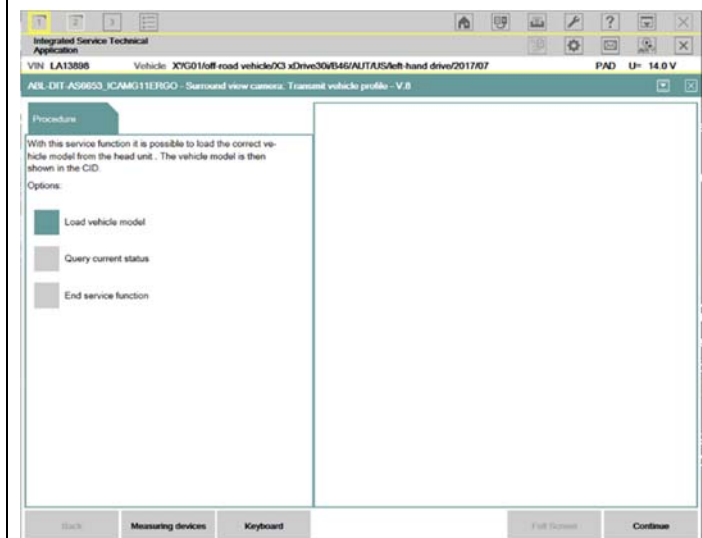
6. Select the test plan for the lane change warning and display.



7. Select “Yes” to run and complete the start-up function.



8. Check the fault memory after for FC 800B8A “TRSV: vehicle type not updated.
9. Calculate the test plan.



10. Select “Load vehicle model” and finish the test plan.
11. Turn the ignition off and let the vehicle sleep (for at least 2 minutes).
12. Make sure that all faults are corrected and that the correct model is displayed I the iDrive.

**Instrument Panel Display
Non-Compliance Recall 17V-719
Model Year 2018
2 Series / X3 SAV
*Last Updated 11/21/2017***

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

Approximately 3,188 BMW vehicles in the US, as noted below, are potentially affected.

| Series | Model Year | Model | Approx. Volume | Production Dates |
|--------|------------|----------------------|----------------|---------------------|
| F22 | 2018 | 2 Series Coupe | 1,173 | Feb 2017 - Oct 2017 |
| F23 | 2018 | 2 Series Convertible | 1,176 | Feb 2017 - Oct 2017 |
| F87 | 2018 | M2 Coupe | 548 | Mar 2017 - Oct 2017 |
| G01 | 2018 | X3 SAV | 291 | Jan 2017 - Nov 2017 |

Q2. What is the specific issue?

This non-compliance recall involves the instrument panel display. Due to a software error, the display may not properly illuminate.

Q3. What can happen as a result of this issue?

If the instrument panel display does not illuminate, then various vehicle system warning lamps, and operating lamps, would not illuminate while driving.

Q4. How did BMW Group become aware of this issue?

BMW Group became aware of this issue through its quality control procedures.

Q5. Why are other BMW Group vehicles not included in this Non-Compliance Recall?

Other vehicles contain software that was produced to specifications.

Q6. Can I determine if this issue exists in my vehicle?

If the instrument panel display does not illuminate upon vehicle start, or during driving, your vehicle may be experiencing this issue.

Q7. Can I continue to drive my vehicle?

Yes. However, when you receive a letter asking you to have this recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q8. How will my vehicle be repaired?

The vehicle software will be updated.

Q9. Is BMW Group aware of any accidents, injuries, or fires involving these BMW Group vehicles associated with this Non-Compliance Recall?

No.

**Instrument Panel Display
Non-Compliance Recall 17V-719
Model Year 2018
2 Series / X3 SAV
*Last Updated 11/21/2017***

Q10. How will I be informed of this Non-Compliance Recall?

You will receive a letter in January via First Class mail, advising you of this recall and to immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

To ensure BMW has your most recent contact and vehicle information, please register your vehicle at www.bmwusa.com/myBMW. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW.

Q11. How long will the repair take?

This repair will take approximately 1 hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

Q12. Do I have to wait for my letter to have my vehicle serviced?

No. You can schedule an appointment with an authorized BMW center for service and repair.