



SI B62 16 17  
Instruments

November 2017  
Technical Service

## DELIVERY STOP & RECALL 17V-XXX: 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:

- Remove F39 and G30 removed from this Recall
- Warranty Information added

### MODEL

F22 (2 Series Coupe)	F23 (2 Series Convertible)	F87 (M2 Coupe)	G01 (X3 SAV)
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### 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 3,313 vehicles are affected by this delivery stop / recall, consisting of 2,469 in dealer inventory and 844 retailed. Additionally, there are approximately 1,664 vehicles stopped at the VDCs.

 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.**

### 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 (released on Friday, November 10th)
2. G01 – ISTA 4.08.3x (will be released in 2 weeks) Current IRAP solution available for **sold vehicles ONLY**. Note: Over-submitting vehicles for IRAP will result in significant delays as IRAP could take from 4-5 hours in some cases.



Note: **For G01 only** submit a PUMA case and start an IRAP session per SI B09 02 16. **After the IRAP**

**session**, connect the vehicle to ISTA 4.08.21 and perform the attached procedure. **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	IRAP

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](#)).**

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:

<b>Defect Code:</b>	<b>0062450100</b>	
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**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) <b>(Plus work)</b>
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) <b>(Plus work)</b>

**Or:**

**Completion after vehicle delivery to the customer**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 221	9 FRU	Programming and encoding control units (includes connecting an approved battery charger/power supply and performing a vehicle test) <b>(Main work)</b>
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) <b>(Main work)</b>

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**

ISTA automatically reprograms and codes all the vehicle control modules that 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.

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 in KSD2/AIR.

Posted: Thursday, November 16, 2017

**ATTACHMENTS**

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

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

View PDF attachment [2017-BMW-MY18-Various-ICDisplay-QA\(10Nov2017\)Final.](#)

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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-XXX: 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/RS/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	-1	unknown	Information
D51565	Message (vehicle condition, 121.1.2) not current, receiver EPS, transmitter BDC-Z -1	-1	No	Information
CA849A	Invalid signal (0x7530_0x0001, chassis, vehicle model), transmitter BDC-ZGM -1	-1	ja	Information
C9543E	Message (kilometre reading / range, 0x330) not current, receiver ACSM, transmitter -1	-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 complete 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/RS/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

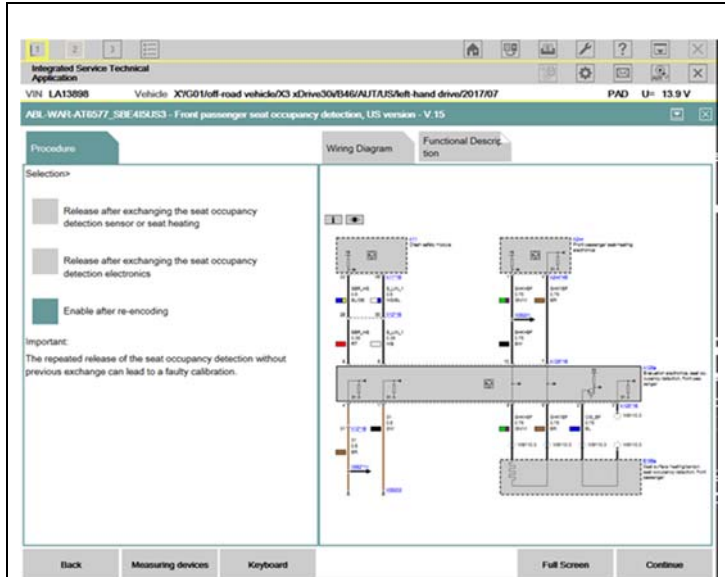
3. Select the test plan for the front seat occupancy detection and display.

Integrated Service Technical Application  
VIN LA13898 Vehicle XYG01/off-road vehicle/03 xDrive30i/B46/AUT/RS/left-hand drive/2017/07 PAD U= 13.9 V  
ADL\_WAH\_A1B277\_S2K4I8U53 - Front passenger seat occupancy detection, US version - V.15

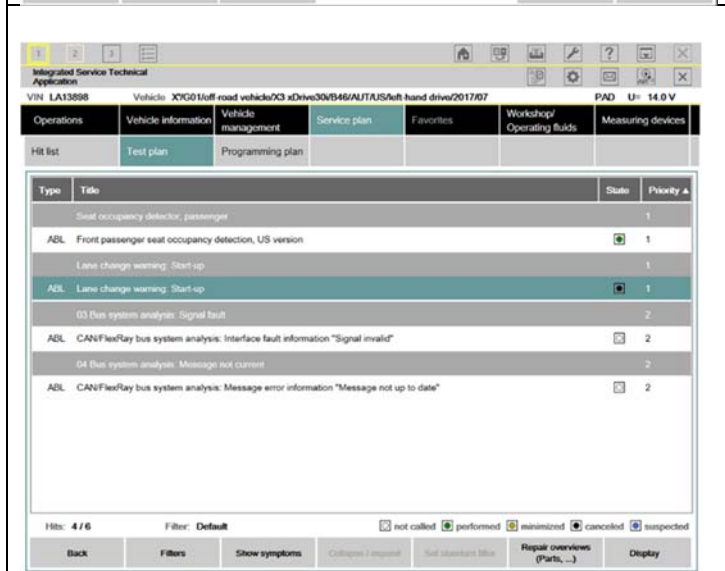
Procedure	Description	Details	System context
<p><b>1</b> 9309ED Front passenger seat occupancy detection System not yet enabled</p> <p>Following fault data are stored for the tested function or component group.</p> <p>Select fault code and continue procedure.</p>	<p><b>Fault description</b> The seat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

Back Measuring devices Keyboard Full Screen Continue

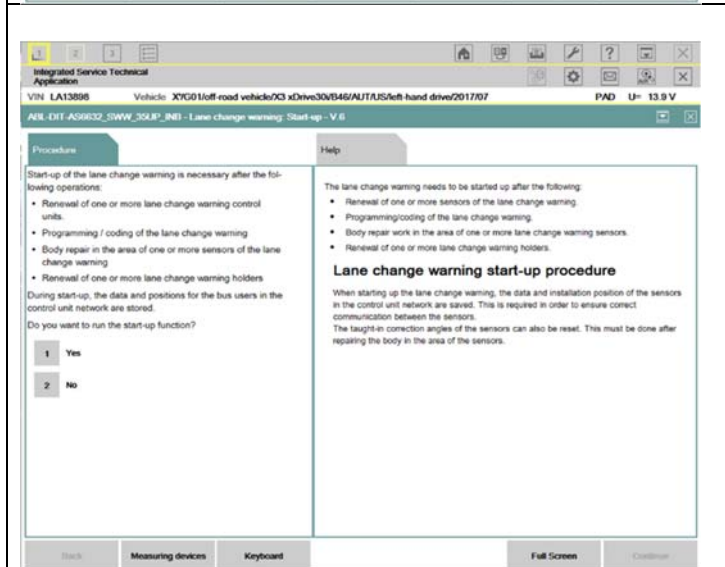
4. Once in the test plan, highlight the fault code and continue.



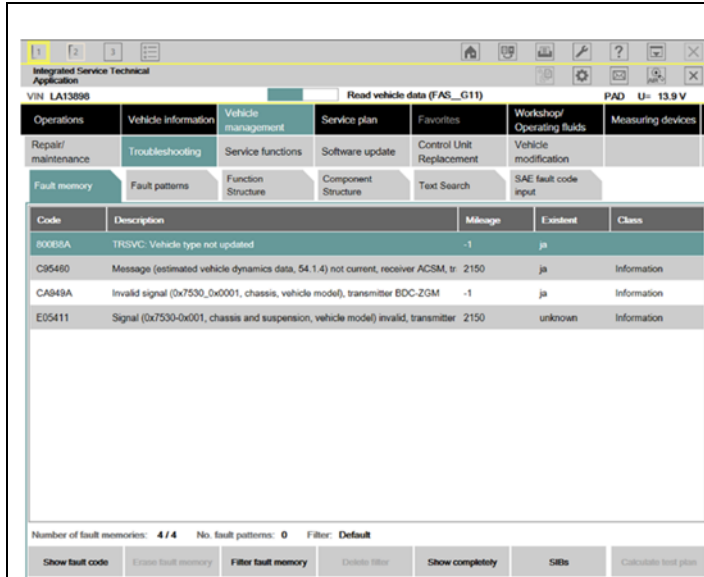
5. Select “Enable after re-coding” and continue and finish the test plan to enable the seat mat.



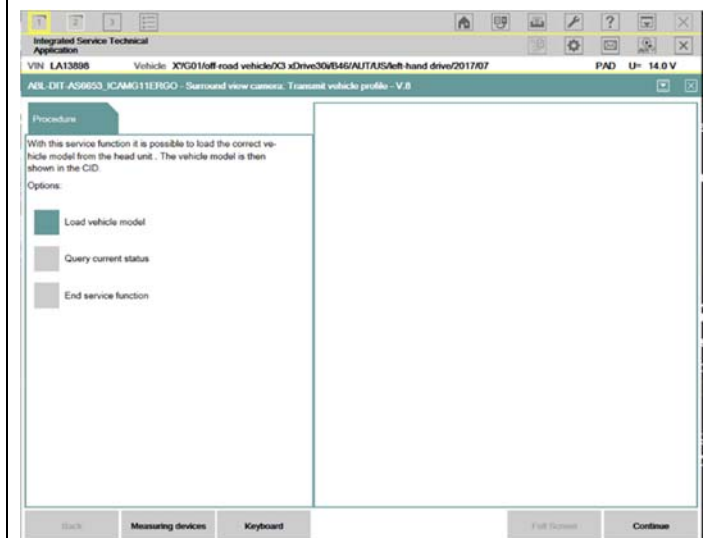
6. Select the test plan for the lane change warning and display.



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



8. Check the fault memory after for FC 800B8A “TRSVc: 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-xxx  
Model Year 2018  
2 Series / 5 Series / X2 SAV / X3 SAV  
*Last Updated 11/10/2017***

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

Approximately 3,313 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
F39	2018	X2 SAV	6	Jul 2017
F87	2018	M2 Coupe	548	Mar 2017 - Oct 2017
G01	2018	X3 SAV	291	Jan 2017 - Nov 2017
G30	2018	5 Series Sedan	119	July 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?**



**Instrument Panel Display  
Non-Compliance Recall 17V-xxx  
Model Year 2018  
2 Series / 5 Series / X2 SAV / X3 SAV  
*Last Updated 11/10/2017***

No.

**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](http://www.bmwusa.com/dealers).

To ensure BMW has your most recent contact and vehicle information, please register your vehicle at [www.bmwusa.com/myBMW](http://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?**

Yes. We are in the process of implementing this program to ensure that the necessary parts, tools and procedures are available, prior to contacting you to schedule your vehicle to have this recall performed. For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).