



RECALL CAMPAIGN 17V-720: I3 FRONTAL IMPACT PERFORMANCE

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 B65 23 17 **dated November 2017**

What's New:

- 17V-720 number added
- Entire SI revised for final software repair
- Attachments modified
- Attachment added for procedure in case Entry Nav Head Unit fails coding.

MODEL

I01 (i3 BEV and REx)

from start-of-production through November 14, 2017.

SITUATION

BMW Group is conducting a Voluntary Non-Compliance Recall on all Model Year 2014-2018 BMW i3 vehicles produced through November 14, 2017.

The issue involves a Federal Motor Vehicle Safety Standard with respect to frontal impact performance. Recent testing conducted by the National Highway Traffic Safety Administration (NHTSA) indicated that a limit for one of many criteria was marginally exceeded.

AFFECTED VEHICLES

This Recall Campaign involves 30,542 Model Year 2014-2018 BMW i3 vehicles (including BEV and REx) produced from start-of-production through November 14, 2017.

Affected vehicles show the campaign as "Open" when checked either in AIR, warranty or ISPA Next.

Customer letters will be mailed in January 2018 informing them of the recall and to schedule an appointment for repair.



Note: The affected vehicles will be identified with the comment:

STOP012287 B652317 Recall: i3 Frontal Impact Performance - Do not retail or deliver.

CAUSE

Software calibration

CORRECTION

Revised software calibration for the air bag control module.

PROCEDURE

1. Perform diagnosis with the latest version of ISTA.
2. Program the vehicle using **ISTA 4.09.13 with Programming data 4.09.20** or higher.

Target I level I001-17-11-541

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 (SIB04 23 10).

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

After a programming of the Entry Nav Head Unit on MY 2016 vehicles, coding may fail. If this occurs refer to the attached workaround procedure.

Other Air bag System Related Repairs

Affected Vehicles arriving with an illuminated air bag malfunction light and/or display message may require separate other repairs to address the current air bag system malfunction, these repairs are outside the scope of this Recall repair.

For vehicles beyond the applicable warranty coverage, this other air bag-related repair work may be customer pay, please be sure to address this possibility with the customer during repair order write-up process.

Should the customer decline these other repairs, please note it accordingly on the repair order.

PARTS INFORMATION

Parts replacement will not improve the situation and is not recommended.

WARRANTY INFORMATION

This Recall repair **does not** qualify for Alternative Mobility Solution (AMS) expense reimbursement.

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	0065050300	
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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 65 885	1 FRU	Programming and coding performed 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:		

00 65 884	10 FRU	Programming and encoding control units (includes connecting an approved battery charger/power supply, recharging high-voltage battery unit and performing a vehicle test) (Plus work)
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Or:

Completion after vehicle delivery to the customer

Labor Operation:	Labor Allowance:	Description:
00 65 237	1 FRU	Programming and coding performed in conjunction with another campaign or repair (vehicle is already at the specified "Target" integration level or higher, no repair is necessary) (Main work)
Or:		
00 65 236	12 FRU	Programming and encoding control units (includes connecting an approved battery charger/power supply, recharging high-voltage battery unit and performing a vehicle test) (Main work)

During the same workshop visit, if a vehicle also 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 (in conjunction with this repair)

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.

TREAD Act - Previous Customer-Pay Repairs

Based on the "issue" being addressed by this "Safety Recall" Service Information bulletin, reimbursement requests for prior customer-pay repairs that specifically address the issue described in this Recall bulletin are not very likely.

Posted: Monday, December 11, 2017

ATTACHMENTS

View PDF attachment [B652317 Recall Notice](#).

View PDF attachment [2017-BMW-MY14-18-I01-FMVSS208-QA-\(5Dec2017\)-Final](#).

View PDF attachment [B652317 Workaround i3 EntryNav](#).

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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-720: i3 Frontal Impact Performance B65 23 17

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 16, 2017) on all Model Year 2014-2018 BMW i3 vehicles (including BEV and REx) produced from start-of-production through November 14, 2017.

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.

Situation:

After programming the i3 with an Entry Nav head unit it could happen that the encoding of the head unit fails. ISTA 4.09.x will calculate an additional measures plan where it states to mount a new Entry Nav Hu (see screenshot):

The screenshot shows the 'Integrated Service Technical Application' interface. At the top, it displays the VIN 'V889359' and vehicle details: 'I/I01/HAT/3 94 (+ REX)/IB1/MANUAL/US/left-hand drive/2016/07'. The battery status is shown as 'KL 15: 14.0 V' and 'KL 30: 14.0 V'. The main navigation bar includes 'Operations', 'Vehicle information', 'Vehicle management', 'Service plan', 'Favorites', 'Workshop/Operating fluids', and 'Measuring devices'. The 'Service plan' tab is active, showing a 'Measures plan' and a 'Final report' button. Below this is a table of planned actions:

Type	Planned actions	Origin	State
Software version Integr. level (actual): I001-17-11-541 Integr. level (target): I001-17-11-541			
Hardware actions			
MNT	Install HU-B (Order number 8794296)	Logistics	<input type="checkbox"/>
Software actions			
IDR	Restore individual data EME	Logistics	<input type="checkbox"/>
IDR	Restore individual data HU-B	Logistics	<input type="checkbox"/>
PRG	Programming HU-B	Logistics	<input type="checkbox"/>
COD	Encoding HU-B	Logistics	<input type="checkbox"/>
IBD	Store integrated operating instructions HU-B	Logistics	<input type="checkbox"/>
Pre-/Postprocessing			
ABL	Delete fault memory	System	<input type="checkbox"/>
ABL	Run the Power-down command	System	<input type="checkbox"/>

At the bottom of the interface, there are several buttons: 'Back', 'Display operations report', 'Execute service function', 'Reject measures plan', 'Calculate measures plan', and 'Execute measures plan'.

Workaround for this situation:

1. Close the current programming session
2. Disconnect the ICOM from OBD socket and perform a battery reset. Make sure that no charger is connected and the high voltage is disconnected.
3. After 3-5min waiting connect the battery charger back and close the high voltage connector.
4. Connect the ICOM back to the OBD socket.
5. Start a new ISTA session and calculate a new programming measures plan.
ISTA will show a popup where it states that the "Power economy Mode" is set. Just ignore it and click on Display measures plan.

The screenshot shows the ISTA software interface. At the top, there is a navigation bar with icons for home, refresh, print, search, help, and close. Below this is the 'Integrated Service Technical Application' header. The main area displays vehicle information: VIN V889359, Vehicle I/V01/HAT/3.04 (FREX)B1/AUT/US/left-hand drive/2016/07, and battery voltages KL 15: 14.4 V and KL 30: 14.4 V. A menu bar includes 'Operations', 'Vehicle information', 'Vehicle management', 'Service plan', 'Favorites', 'Workshop/Operating fluids', and 'Measuring devices'. The 'Service plan' menu is open, showing 'Software update' selected. Below the menu, there is a section for 'Comfort' with 'Advanced' and 'Additional software' options. The main content area displays the following information:

The vehicle was last programmed with programming data 4.09.20 and is being updated as follows:
Integr. level (actual): I001-17-11-541
Integr. level (target):
Actions to be performed: 0
Duration software update (estimate)
The following control units will receive:

Attention:
Power economy mode is set!
Measures plan could not be calculated.
In order to delete the power economy mode the measures plan calculation must be started manually.

At the bottom of the screen, there are three buttons: 'Display operations report', 'Display measures plan' (circled in red with a '1' above it), and 'Execute measures plan'.

6. ISTA will show the same popup again. Just ignore again and click on “calculate measures plan”

Integrated Service Technical Application
 VIN V889359 Vehicle I/101/HAT/3 94 (+ REX)/IB1/AUT/US/left-hand drive/2016/07 KL 15: 14.4 V KL 30: 14.4 V

Operations Vehicle information Vehicle management Service plan Favorites Workshop/Operating fluids Measuring devices

Hit list Test plan Programming plan

Measures plan Final report

Type Planned actions Origin State

Software version Integr. level (actual): I001-17-11-541 Integr. level (target):

Attention:
 Power economy mode is set!
 Measures plan could not be calculated.
 In order to delete the power economy mode the measures plan calculation must be started manually.

Back Display operations report Execute service function Reject measures plan **Calculate measures plan** Execute measures plan

7. Now ISTA will display a measures plan. Please execute the measures plan

Integrated Service Technical Application
 VIN V889359 Executing measures plan KL 15: 14.3 V KL 30: 14.3 V

Operations Vehicle information Vehicle management Service plan Favorites Workshop/Operating fluids Measuring devices

Hit list Test plan Programming plan

Measures plan Final report

Type Planned actions Origin State

Software actions

IDR	Restore individual data EME	Logistics	<input type="checkbox"/>
IDR	Restore individual data HU-B	Logistics	<input type="checkbox"/>
COD	Encoding HU-B	Logistics	<input type="checkbox"/>

Pre-/Postprocessing

ABL	Delete fault memory	System	<input type="checkbox"/>
ABL	Run the Power-down command	System	<input type="checkbox"/>
ABL	Update online services	System	<input type="checkbox"/>
UPD	SVT update	System	<input type="checkbox"/>
UPD	Write of I-Level	System	<input type="checkbox"/>
UPD	Write of vehicle order	System	<input type="checkbox"/>
UPD	Write of vehicle profile	System	<input type="checkbox"/>

Back Display operations report Execute service function Reject measures plan Calculate measures plan **Execute measures plan**

8. Check concluding Task after the programming!

9. It could happen that the Charge management function needs to be taught in again

Integrated Service Technical Application
VIN V889359 Vehicle I/101/HAT/3 94 (+ REX)/IB1/MANUAL/US/left-hand drive/2016/07 KL 15: 14.3 V KL 30: 14.3 V

Code	Description	Mileage	Existent	Class
222834	Charge management function: Check Control message 804, unable to charge		unknown	
222931	Charge management function: Settings not taught-in		unknown	

Number of fault memories: 2/2 No. fault patterns: 0 Filter: Default

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

10. Let ISTA calculate a test plan for the DTCs and run through it.

Integrated Service Technical Application
VIN V889359 Vehicle I/101/HAT/3 94 (+ REX)/IB1/MANUAL/US/left-hand drive/2016/07 KL 15: 14.3 V KL 30: 14.3 V

Type	Title	State	Priority
	Charge management function: Teach in settings		1
ABL	Charge management function: Teach-in setting	■	1
	Charge management function		1
ABL	Charge management function	■	1

Hits: 2/2 Filter: Default not called performed minimized canceled suspected

Back Filters Show symptoms Collapse / expand Set standard filter Repair overviews (Parts, ...) Display

11. In some rare cases it could happen that the transport mode for the HU is active. If this is the case please delete it with the ISTA service function.

Non-Compliance Recall
BMW i3 Frontal Impact Performance
17V-720
Model Year 2014-2018
BMW i3
Last Updated 12/5/2017

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

Approximately 30,542 Model Year 2014-2018 BMW i3 models in the US are affected.

Q2. What is the specific issue?

The issue involves a Federal Motor Vehicle Safety Standard with respect to frontal impact performance. Recent testing conducted by the National Highway Traffic Safety Administration (NHTSA) indicated that a limit for one of the many criteria was marginally exceeded.

Q2a. Can you tell me more?

The test in question simulates the rigid barrier front crash of an unbelted small adult (NHTSA's 5th percentile female) in the driver's seating position. One of the limits for the neck was marginally exceeded.

Q3. What does a small adult (5th percentile female) mean in terms of size and weight?

A small adult (5th percentile female) is approximately 5 feet tall and weighs approximately 110 pounds, which represents the smaller and lighter demographic of the US adult population.

Q4. What can happen as a result of this issue?

An unbelted small adult (NHTSA's 5th percentile female) driver of an affected vehicle could have a marginally higher risk of one type of neck injury in certain front crashes.

Q5. How did BMW Group become aware of this issue?

BMW was made aware of this issue as a result of routine compliance testing conducted by NHTSA.

Q6. Why are other BMW Group vehicles not included in this Non-Compliance Recall?

Other BMW Group vehicles meet this specific requirement..

Q7. Can I continue to drive my vehicle?

Yes. The BMW passive safety systems are optimized for safety belt use. As always, BMW recommends that all vehicle occupants fasten their safety belts before driving, and keep them fastened for the duration of travel. BMW i3 owners should feel confident that their vehicle will perform well in a real world crash.

Q8. How will my vehicle be repaired?

The repair is still being determined.

Q9. 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.

Non-Compliance Recall
BMW i3 Frontal Impact Performance
17V-xxx
Model Year 2014-2018
BMW i3
Last Updated 12/5/2017

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.

Q10. How long will the repair take?

The repair time is not yet known as the repair is still being determined.

Q11. Do I have to wait for my letter to have my vehicle serviced?

Yes. For the latest updates to this recall, please visit www.bmwusa.com/recall.

