

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 19V-xxx: Program Control Units (DME)
Date: Tuesday, August 6, 2019 3:12:43 PM

Publish Date: August 06, 2019
From: Technical Service
Expiration Date: September 03, 2019

DCSnet Message
Urgent





Subject: BMW Recall 19V-xxx: Program Control Units (DME)

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective August 6, 2019) on a small number of Model Year 2020 BMW 7 Series Plug-In Hybrid vehicles that were produced between September 25, 2018 and July 26, 2019.

Please review attached documents for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:  [2019-BMW-MY2020-7-Series-SafetyBeltReminder-QA-\(6Aug2019\)\[81eccec2\].pdf](#)
 [B122619_Recall_Notice\[81eccddf\].pdf](#)
 [B122619\[81eccdde\].pdf](#)  [2019-BMW-MY2020-7-Series-SafetyBeltReminder-QA-\(6Aug2019\)\[81eccec2\].pdf](#)
 [B122619_Recall_Notice\[81eccddf\].pdf](#)
 [B122619\[81eccdde\].pdf](#)

Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SIB 12 26 19

2019-08-06

DELIVERY STOP & RECALL 19V-XXX: PROGRAM CONTROL
UNITS (DME)

MODEL

Engineering Designation	Model Description	Production Date
G12	7 Series Sedan	9/25/2018 – 7/26/2019

AFFECTED VEHICLES

Vehicles which require this Recall Campaign to be completed will show it as “Open” when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), with the Key Reader or Warranty Vehicle Inquiry. All other systems will show the stop sale starting tomorrow.

SITUATION

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective August 6, 2019) on a small number of Model Year 2020 BMW 7 Series Plug-In Hybrid vehicles that were produced between September 25, 2018 and July 26, 2019. The issue involves Electronic Control Unit (ECU) software for the driver’s safety belt audible reminder warning.

Approximately 280 vehicles are affected by this recall.

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 2019-BMW-MY2020-7-Series-SafetyBeltReminder-QA-\(6Aug2019\).pdf](#)

[picture as pdf B122619 Recall Notice.pdf](#)

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NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 19V-xxx: Program Control Units - DME (B12 26 19)

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective August 6, 2019) on a small number of Model Year 2020 BMW 7 Series Plug-In Hybrid vehicles that were produced between September 25, 2018 and July 26, 2019.

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.

**Non-Compliance Recall 19V-xyz
Driver Safety Belt Reminder
Model Year 2020
BMW 7 Series Plug-in Hybrid
Last Update: 08/06/2019**

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

Approximately 280 Model Year 2020 BMW 7 Series Plug-in Hybrid vehicles in the US, produced between September 25, 2018 and July 26, 2019, are potentially affected.

Q2. What is the specific issue?

This issue involves Electronic Control Unit (ECU) software for the driver's safety belt audible reminder warning.

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

Due to a software issue, the audible warning to alert the driver to fasten the safety belt may not be activated. The visible safety belt warning is not affected, and is displayed in the instrument cluster.

Q4. Why are other vehicles not included in this Non-Compliance Recall?

Other models were not affected by this software issue.

Q5. Do I need to stop driving my vehicle?

No.

Q7. Can I determine if this issue exists in my vehicle?

If the driver's safety belt is not fastened, and you do not hear an audible warning, your vehicle may be experiencing this issue.

Q8. How did BMW become aware of this issue?

BMW became aware of the problem through our quality control procedures.

Q9. How will I be informed of this Non-Compliance Recall?

You will receive a letter in October via First Class mail advising you of this Non-Compliance Recall and to schedule an appointment with an authorized BMW center to have this **free** Non-Compliance Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

To ensure the BMW Group 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 vehicle.

Q10. How will my vehicle be repaired?

The software will be updated.

Q11. How long will the repair take?

This repair should take approximately one hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed **for free** 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 Non-Compliance Recall to ensure that the necessary parts, tools, and procedures are available, prior to contacting you to schedule your vehicle to have this Non-Compliance Recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.