



SIB 65 16 19

2019-08-26

**RECALL CAMPAIGN 19V-589 Safety belt Acoustic Warning Missing**

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.

## RECALL CAMPAIGN 19V-589 SAFETY BELT ACOUSTIC WARNING MISSING

This Service Information bulletin (Revision 1) replaces SI B12 26 19 **dated August 2019**.

What's New (Specific text highlighted)

- Entire content

### MODEL

E-Series	Model Description	Production Date
G12	7 Series Sedan	September 25, 2018 thru July 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), Key Reader or Warranty Vehicle Inquiry. Approximately 280 vehicles are affected by this recall.

### 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.

### CAUSE

Under certain conditions, the Engine Control Unit (DME) sends out an incorrect signal to the Air Bag Control Unit (ACSM). As a result, the acoustic safety belt warning for an unbelted driver at vehicle start-up is not activated.

### CORRECTION

Program the vehicle with ISTA V4.19.2x to I-level S15A-19-07-552 or newer software.

### PROCEDURE

Perform a diagnostic quick test to obtain the I-level.

- If the I-level is S15A-19-07-550 or lower, program the vehicle with ISTA 4.19.2x or higher Software
- ISTA 4.19.2x estimated availability late September, 2019, pending verification

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

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

**WARRANTY INFORMATION**

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

<b>Defect Code:</b>	<b>0065190300</b>
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.**

<b>Work Pkg</b>	<b>Labor Operation:</b>	<b>Description (Plus work):</b>	<b>Labor Allowance:</b>
# 1	00 68 597	Changing vehicle order with programming and encoding the vehicle control units (includes connecting an approved battery charger/power supply and performing a vehicle test)	8 FRU
Or:			
# 2	00 68 598	Changing vehicle order only (Programming and encoding control units was performed in conjunction with another campaign or repair during the same workshop visit)	1 FRU

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.

Or:

**The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)**

<b>Work Pkg</b>	<b>Labor Operation:</b>	<b>Description (Main work):</b>	<b>Labor Allowance:</b>
# 3	00 68 072	Changing vehicle order with programming and encoding the vehicle control units (includes connecting an approved battery charger/power supply and performing a vehicle test)	10 FRU

**Claim Repair Comments**

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 16 19 WP 1), unless otherwise required by State law.

**Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)**

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 AIR labor operations.

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

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 AIR.

Attachments:

-Recall Notice

-Q and A

Supporting Materials

[picture\\_as\\_pdf B651619 Recall Notice.pdf](#)

[picture\\_as\\_pdf 2019-BMW-MY2020-7-Series-SafetyBeltReminder-QA-\(20Aug2019\).pdf](#)

## **NON-COMPLIANCE RECALL NOTICE**

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

RE: RECALL CAMPAIGN 19V-589 Seatbelt Acoustic Warning Missing (B65 16 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-589**  
**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** NonCompliance Recall performed. You can locate your nearest authorized BMW center at [www.bmwusa.com/dealer](http://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](http://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](http://www.bmwusa.com/recall).