

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 21V-xxx: Program Control Units (DME) - Repair Available
Date: Thursday, July 29, 2021 3:10:35 PM

Publish Date: July 29, 2021
From: Technical Service
Expiration Date: August 12, 2021

DCSnet Message
Urgent



Subject: **BMW Recall 21V-xxx: Program Control Units (DME) - Repair Available**

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2019 - 2021 BMW vehicles that were produced between May 21, 2018 and June 22, 2021.




Affected vehicles will need to be reprogrammed. **The software fix is available** and the bulletin has been posted on TIS with repair instructions.

Please disregard the remedy status and continue with the repair - it will take a few days to turn green.

Additional information can be found in the attached Q&A and Recall Notice.

Sincerely,
Technical Service

Attachments:

 [B120621_Recall_Notice\[1627585221943\].pdf](#)
 [B120621\[1627585221943\].pdf](#)
 [B120621_2021-B58-BrakeAssist-FAQ-\(29Jul2021\)\[1627585221943\].pdf](#)
[B120621_Recall_Notice\[1627585221943\].pdf](#)
[B120621\[1627585221943\].pdf](#)
[B120621_2021-B58-BrakeAssist-FAQ-\(29Jul2021\)\[1627585221943\].pdf](#)

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
BMW SAV (Light Trucks), All Offering, All Region, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All



SIB 12 06 21

2021-07-29

RECALL 21V-XXX: PROGRAM CONTROL UNITS (DME)

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.

MODEL

E-Series	Model Description	Production Date	Affected Engine
G01	X3 Sports Activity Vehicle	May 21, 2018 thru June 22, 2021	B58D
G02	X4 Sports Activity Coupe	May 23, 2018 thru June 22, 2021	B58D
G12	7 Series Sedan	June 5, 2018 thru February 22, 2021	XB1
G20	3 Series Sedan	September 11, 2018 thru July 28, 2020	B58D
G29	Z4 Roadster	June 13, 2018 thru June 18, 2021	B58D
G30	5 Series Sedan	August 28, 2018 thru June 26, 2020	B58C

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), ISPA Next or Warranty Vehicle Inquiry.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2019 - 2021 BMW vehicles that were produced between May 21, 2018 and June 22, 2021.

During certain engine start conditions, the tandem pump may become damaged and, during a subsequent drive cycle, cease to function. Note that an engine start after a stop per MSA is not affected. The tandem pump is a combined vacuum/oil pump which, among other functions, creates vacuum for the brake system booster.

If the pump ceases to function, the brake pedal feel becomes noticeably harder, requiring a larger application force during braking, which could lead to a longer braking distance.

The Recall Notice and Q&A have been attached for further information.

CAUSE

A software error in the digital motor electronics (DME) may cause the tandem vacuum and oil pump to fail.

CORRECTION

Program the vehicle with **ISTA 4.30.1x** or higher.

PROCEDURE

Program the vehicle using **ISTA 4.30.1x** or higher (released **June 2021**).

Model	Target Integration level
G01 (X3 Sports Activity Vehicle)	S15A-21-03-567 or higher
G02 (X4 Sports Activity Coupe)	
G12 (7 Series Sedan)	
G30 (5 Series Sedan)	

Model	Target Integration level
G20 (3 Series Sedan)	S18A-21-03-567 or higher

G29 (Z4 Roadster)

Note that ISTA 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](#)) when performing programming.

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

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Please use this Recall to perform and submit for updating the vehicle's software to the required I-level or higher, and for closing this Recall (See Reporting a Vehicle as Sold below).

For any other open Technical Campaign repairs, please be sure to perform any additional before and/or after work (including attaching labels) as required by these other campaigns. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

DC 00 12 65 05 00 Recall-Specific Flat Rate Labor Operation Codes – Current Status

The special flat rate labor operation code that must be used for this Recall claim submission will be available shortly.

Reporting a Vehicle as Sold/Leased (RDR) AFTER the Recall Repair is Completed

You must perform the recall repair before you can RDR a vehicle that is subject to this recall. Once the recall repair is completed, you will be required to enter the corresponding repair order (RO) number and the RO close date to complete the RDR process.

The RO close date for performing this recall repair **MUST** predate or equal the RDR date.

When the special flat rate labor operation codes become available, reimbursement for this Recall will be via normal claim entry utilizing the work package information below that applies.

Defect Code:	0012650500	---
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 594	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	8 FRU
Or:			
# 2	00 71 595	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair prior to or during this workshop visit (vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

Or:

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

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 71 084	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	10 FRU
Or:			
# 4	00 71 085	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair prior to this workshop visit (vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B12 06 21 WP 1), unless otherwise required by State law.

Programming and Encoding the 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 IRAP recovery procedure (when applicable as required)/repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and the 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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

Consequential Repair

When additional work and/or parts are required as a direct result of the issue that is described in this Service Information bulletin, claim these items under the under the defect code listed above together with the corresponding labor operations (including any additional diagnosis) listed in AIR if applicable.

Please explain the reason for this consequential repair work (the why and the what) on the repair order and in the claim comments section.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless

otherwise required by State law.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you do receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections

Supporting Materials

[picture_as_pdf B120621 Recall Notice.pdf](#)

[picture_as_pdf B120621_2021-B58-BrakeAssist-FAQ-\(29Jul2021\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 21V-xxx: Program Control Units (DME) – B12 06 21

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2019 - 2021 BMW vehicles that were produced between May 21, 2018 and June 22, 2021.

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.

Safety Recall
21V-xyz
Software / Brake Assist
Model Year 2019-2021
BMW 3 Series, 5 Series, 7 Series
BMW X3 SAV, X4 SAC, Z4
Issue Date: 07/29/2021

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?** Certain Model Year 2019-2021 BMW models in the US are potentially affected.
- Q2. What is the specific issue?**
This safety recall involves software which can affect brake assist. Due to a software coding issue, and in combination with rare engine start conditions, this could lead to a reduction in brake assist which could cause an extended stopping distance and increase the risk of a crash. However, fully mechanical braking, and other braking functions, are not affected, and help maintain vehicle control and stability during braking.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models are not equipped with the software version that can affect brake assist.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW to have this Safety Recall performed, please contact an authorized BMW center and schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit bmwusa.com/recall. If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q5. Can I determine if this issue exists in my vehicle?**
When braking, if you notice a “stiff” brake pedal, and a warning lamp in the instrument cluster, your vehicle may be experiencing this issue. Do not continue to drive your vehicle. **Please contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.**
- Q6. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q7. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will be notified via First Class mail, advising them of this Safety Recall, and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at bmwusa.com/dealer.

To ensure BMW has your recent contact and vehicle information, owners should visit bmwusa.com/recall and click on “[Manage recall notices and contact information](#)”

Q8. How will my vehicle be remedied?

Vehicle software will be reprogrammed for free and should take about one hour.

Q9. Do I have to wait for my letter to have my vehicle serviced?

No. Please contact an authorized BMW center to have this important Safety Recall performed.