

Part 573 Safety Recall Report

21V-855

Manufacturer Name : BMW of North America, LLC**Submission Date :** NOV 03, 2021**NHTSA Recall No. :** 21V-855**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : BMW of North America, LLC

Address : P.O. Box 1227

Westwood NJ 07675-1227

Company phone : 18005257417

Population :

Number of potentially involved : 442

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2022 Rolls-Royce Phantom

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Approximately 442 vehicles may have been produced with software that, when the vehicle is unlocked and/or the driver's door is opened, the Central Information Display (CID) mechanism may not operate correctly, leading to the CID not raising to the correct position. This could result in the rearview camera image not being visible.

Basis for recall population determination: Vehicle assembly information was used to determine the production dates potentially affected vehicles.

Recall component difference to non-recall component: The Central Information Display (CID) mechanism may not operate correctly, leading to the CID not raising to the correct position. This could result in the rearview camera image not being visible.

Production Dates : SEP 14, 2017 - OCT 07, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : This safety recall involves the vehicle's central information display mechanism. When the vehicle is unlocked and/or the driver's door is opened the Central Information Display (CID) mechanism may not operate correctly, leading to the CID not raising to the correct position. Therefore, when the driver starts the vehicle, and then places the transmission in reverse "R", it could result in the rearview camera image not being visible.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When placing the transmission in reverse, the rearview camera image may not be completely visible, which could increase the risk for persons and/or objects behind the vehicle. This should prompt the driver to visually check, without the use of the rearview camera, for objects behind the vehicle when reversing. Furthermore, affected vehicles are equipped with a Park Distance Control (PDC) system which alerts drivers audibly to objects behind the vehicle.

Description of the Cause : Existing operating software can overstress the CID mechanism caused by excessive unnecessary opening requests from coach door module (CDM).

Identification of Any Warning that can Occur : The Central Information Display (CID) mechanism may not operate correctly, leading to the CID not raising to the correct position. This should serve as a warning to the driver.

Involved Components :

Component Name 1 : CID Control Software

Component Description : CID Control Software

Component Part Number : S25A-21-11-525 and earlier versions

Supplier Identification :

Component Manufacturer

Name : Rolls-Royce Motor Cars, Ltd.

Address : NR

NR

Country : NR

Chronology :

In June 2020, a complaint was received pertaining to a Model Year 2020 US-specific Rolls-Royce Phantom regarding the Central Information Display (CID). The complaint indicated that the CID mechanism did not raise the CID to the full position and, therefore, it could affect the rearview camera image. Although the case was reviewed, it appeared to be an isolated incident at that time.

Through ongoing quality analysis, additional complaints were received from the field. In October 2020, an engineering review was initiated.

Testing and analyses were performed in an attempt to replicate the condition observed in the field. Additional

efforts were conducted to evaluate and compare the existing software to certain modifications. Through these efforts, it was found that the operating software could cause the overstress condition in the CID mechanism.

Vehicle assembly information was reviewed to determine the number and production dates of potentially affected vehicles.

On October 27, 2021, BMW Group decided to conduct a voluntary safety recall.

BMW Group has not received any reports, nor is BMW Group otherwise aware, of any accidents or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : Potentially affected vehicles will receive a software update.

Owners will be notified by First Class mail and instructed to take their vehicle to an authorized Rolls-Royce Motor Cars dealer to have the remedy performed for free. If this condition were to occur to a potentially affected vehicle prior to this recall, the remedy would be covered by the Rolls-Royce New Vehicle Limited Warranty program. Therefore, reimbursement for a pre-notification remedy re Part 573.13 and Part 577.11 is not necessary.

How Remedy Component Differs from Recalled Component : Recall component: Central Information Display control software – pre S15A-21-11-525
Remedy component: Central Information Display control software – S15A-21-11-525 and higher

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Recall notification to dealers is planned to begin and end on November 08, 2021.
Recall notification to owners is planned to begin and end on December 27, 2021.

Planned Dealer Notification Date : NOV 08, 2021 - NOV 08, 2021

Planned Owner Notification Date : DEC 27, 2021 - DEC 27, 2021

* NR - Not Reported