



SIB 84 01 23

2023-02-23

RECALL 23V-099: WIRELESS CHARGING TRAY WILL NOT RECOGNIZE DIGITAL KEY REMOVAL

This Service Information Bulletin (Revision 2) replaces SI B84 01 23 **dated February 2023**.

What's New (Specific text highlighted):

- New SIB title
- All sections new or revised except Model and Affected Vehicles
- Attached the customer letter for signature

MODEL

| | | | |
|----------------------|---------------------------|---------------------|----------------------------|
| F91 (M8 Convertible) | F92 (M8 Coupe) | F93 (M8 Gran Coupe) | G14 (8 Series Convertible) |
| G15 (8 Series Coupe) | G16 (8 Series Gran Coupe) | G29 (Z4 Roadster) | G42 (2 Series Coupe) |
| G87 (M2 Coupe) | | | |

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective February 9, 2023) on certain Model Year 2022 – 2023 BMW vehicles that were produced between June 29, 2022 and February 16, 2023. This was originally called “Wireless Charging Tray”.

As of February 17, 2023, this delivery stop has been upgraded to a Non-Compliance Recall.

Software in potentially affected vehicles may not recognize the removal of the digital key (Key Card or mobile phone) from the wireless charging tray, and thereby not meeting a federal requirement.

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

CAUSE

Unfavorable software causes the vehicle to not detect when the digital key (mobile phone/BMW Key Card) is removed from the wireless charging station (WCA). It is still possible to operate the window regulators, sunroof and convertible top for a certain period of time until the vehicle is locked, despite the digital key being removed from the WCA.

CORRECTION

Program the complete vehicle with the correct software. This software will not be available until July 2023. This bulletin will be updated when the software becomes available.

In the interim, BMW has devised a separate temporary procedure listed below to meet federal requirements.

PROCEDURE

Example below: Wireless Charging Tray with either the BMW Key Card or a telephone with the Digital Key activated.



For vehicles, prior to handover to a customer:



a. Remove the digital key (BMW Key Card) from the vehicle.

Card for an M model shown; cards for non-M models are similar.

b. The current BMW Key Card must be destroyed or damaged, and disposed of.

c. Before vehicle delivery to the customer, the customer must sign the attached form to confirm that the use of the WCA has been temporarily restricted. The corresponding form is an attachment to this SIB.

Note: Delivery to the customer is only possible if the customer has been informed that the function has been disabled and signs the attached information letter during vehicle handover, thus confirming the notification.

If the campaign has been done at the VDC whereby-

- The BMW Digital Key has already been removed, and-
- The Recall defect code 0084220200 is not showing as open

Then the customer **must still sign** the disclosure form that is in the vehicle's glovebox. If the form is not present print out the attached form from this bulletin. Vehicles which have had the campaign completed by
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the VDC will be delivered without the digital key card.

Note: A replacement BMW Key Card will be provided to the customer when the updated software is released.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below.

| | | |
|---------------------|-------------------|-----|
| Defect Code: | 0084220200 | --- |
|---------------------|-------------------|-----|

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 73 867 | Remove BMW Digital Key | 3 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 |
|----------|-----------------|-------------------------|-----------------|
| # 2 | 00 73 280 | Remove BMW Digital Key | 5 FRU |

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. 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: B84 01 23 WP 1), unless otherwise required by State law.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and 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 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.

FEEDBACK REGARDING THIS BULLETIN

| | |
|--------------------|---|
| Technical Feedback | To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin |
| Warranty Feedback | To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal |
| Parts Feedback | To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department |

Supporting Materials

[picture_as_pdf B840123 23V-099_customer_letter_delivery.pdf](#)

[picture_as_pdf B840123 23V-099-DigitalKey-FAQ-\(17Feb2023\).pdf](#)

[picture_as_pdf B840123 Recall Notice.pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 23V-xxx: Digital Key – B84 01 23

BMW AG has issued a Delivery Stop (effective February 9, 2023) on certain Model Year 2022 – 2023 BMW vehicles that were produced between June 29, 2022 and February 16, 2023.

As of February 17, 2023, this delivery stop has been upgraded to a Non-Compliance Recall.

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
23V-099
Digital Key
Model Year 2022-2023
BMW 2 Series, 8 Series, Z4
Issue Date: 02/17/2023**

- Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?**
Model Year 2022-2023 BMW 2 Series, 8 Series, and Z4 models in the US are potentially affected.
- Q2. What is the specific issue?**
Software in potentially affected vehicles may not recognize the removal of the digital key (key card or mobile phone) from the wireless charging tray, and therefore may not meet a Federal requirement.
- Q3. Why are other models / vehicles not included in this Non-Compliance Recall?**
Other models have been programmed with software according to specifications.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Non-Compliance Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Non-Compliance 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. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q6. How will I be informed of this Non-Compliance Recall?**
Owners of potentially affected vehicles will be notified via First Class mail and requested 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 the most up-to-date contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit bmwusa.com/recall and click on “**Manage recall notices and contact information**”.
- Q7. How will my vehicle be remedied?**
Potentially affected vehicles will receive a software update for free which should take about an hour.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**
Yes. We are in the process of implementing this Non-Compliance Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit bmwusa.com/recall.