SIB 84 01 23
2023-05-09

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

This Service Information Bulletin (Revision 4) replaces SI B84 01 23 **dated March 2023.**

What's New:
- Changes to the Situation Section
- Changes to the Correction Section
- Changes to the Procedure Section
- Changes to the Claims Section

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 ISTA 4.41.1x. (release date of May 2, 2023).

PROCEDURE

Program the vehicle to I-level S18A-23-03-550 or higher using ISTA 4.41.1x or later (release date is May 2, 2023).
- Connect the battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine measures plan

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- Accept and fully work through the measures plan with the control units to be programmed/encoded and enabled
- Follow the rework list
- **Depending on the rework list, carry out a vehicle test and delete the fault memory if needed**

After the programming has been fully completed, check functionality of the system.

Note: 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 (SIB 04 23 10).

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

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

CLAIM INFORMATION

Vehicle Programming and Encoding

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

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.

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Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

As determined by the above, reimbursement for this Recall will be via normal claim entry utilizing the work package information below,

Defect Code:	0084220200	F9x G08 G1x G29 G42 G87 Program control units and include Digital Key (wireless charging tray)

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 74 582	Programming and encoding the vehicle control units, includes Carrying out vehicle test **(00 00 556/61 21 528)**	8 FRU
Or:			
# 2	00 74 583	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 Service Action 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 74 036	Programming and encoding the vehicle control units, includes Carrying out vehicle test **(00 00 006/61 21 528)**	10 FRU
Or:			
# 4	00 74 037	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: B84 03 23 WP 1), unless otherwise required by State law.

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

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Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including the diagnosis that applies*) in AIR that apply.

*Based on which one applies to your center, please refer to **SI B01 01 20 or B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and 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.

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

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BMW

Dear BMW Owner / Lessee:

VIN: _____

BMW of North America is dedicated not only to providing premium vehicles for our customers, but exceptional service as well. To ensure our vehicles are of the highest industry standards, BMW performs ongoing quality analyses throughout a model's life cycle.

Description of Issue

During a recent quality analysis, it was determined that vehicle software may not make it possible for you to use the **BMW digital key card** in the way that it was intended.

Description of Repair

Until the software can be corrected, the BMW digital key card has been removed from the car and the BMW digital key functions in the myBMW app have been temporarily deactivated. The vehicle can still be operated with the regular key fobs.

We will contact you when the software is available and ask you contact the service department of your authorized BMW center to arrange a service appointment. Your vehicle will then receive a software update, a new BMW digital key card, and the BMW digital key functions in the myBMW app will be reactivated. The work will be performed free of charge by your authorized BMW center.

Additional Information

Should you have any questions, please contact your authorized BMW center or BMW Customer Relations and Services at 1-800-831-1117 or via email at CustomerRelations@bmwusa.com.

BMW remains committed to maintaining the highest level of automotive excellence, and we apologize for any inconvenience this repair may cause.

I have read and agree with the statements and accept delivery of the above referenced vehicle.

Company
BMW of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

_____   _____
Signature BMW Owner/Lessee   Date

_____
Printed Name BMW Owner/Lessee

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.