



SIB 61 18 23

2023-08-02

## RECALL 23V-479: INTERACTION BAR

This Service Information Bulletin (Revision 1) replaces SI B63 18 23 **dated July 2023**.

### What's New (Specific text highlighted):

- Recall # added to SIB title
- Model
- Situation
- Cause
- Correction
- Procedure
- Parts Information
- Claim Information

THIS REPAIR IS MOBILE FRIENDLY

## 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.

## MODEL

E-Series	Model Description	Production Date
G70	7 Series Sedan	September 2, 2022 – September 15, 2023

## SITUATION



BMW AG is conducting a Voluntary Safety Recall (effective July 6, 2023) on certain Model Year 2023 BMW 7 Series vehicles that were produced between September 2, 2022, and September 15, 2022.

When attempting to use the vehicle's interaction bar on the dashboard (bottom photo) to activate either the windshield defrosting/defogging system or the hazard warning lamps, the interaction bar may not function as intended (upper photo) which may not meet a federal requirement.

## CAUSE

Internal software error in the interaction bar.

## CORRECTION

Replace the interaction bar.

## PROCEDURE

1. Replace the interaction bar following the repair instructions listed in ISTA/AIR 61 31 147.

**Note: NO vehicle programming is needed.**

## **PARTS INFORMATION**

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

**An IDS ticket to BMW/MINI Recall Parts is required for the release of the respective Interaction Bar P/N per the submitted VIN.**

Part Number	Description	Quantity
61 31 5 B34 0B3	Switch automatic climate control	1
or		
61 31 5 B34 0B4	Switch automatic climate control	1

## **CLAIM INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part number above that applies.

<b>Repair Code:</b>	<b>0061910700</b>	---
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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 74 876	Replacing the BMW Interaction Bar	9 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 74 233	Replacing the BMW Interaction Bar	10 FRU; 11 FRU (i7 xDrive)

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: B61 18 23 WP 1), 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. Copyright ©2023 BMW of North America, Inc.
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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 B611823 Recall Notice.pdf](#)

[picture\\_as\\_pdf 23V-479-G70-InteractionBar-FAQ-\(06Jul2023\).pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 23V-479: Replace Interaction Bar – B61 18 23

BMW AG is conducting a Voluntary Safety Recall (effective July 6, 2023) on certain Model Year 2023 BMW 7 Series and i7 vehicles that were produced between September 2, 2022 and September 15, 2022.

**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-479**  
**Interaction Bar**  
**Model Year 2023**  
**BMW 7 Series, i7**  
**Issue Date: 07/06/2023**

**Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?**  
Certain Model Year 2023 BMW 7 Series and i7 models in the US are potentially affected.

**Q2. What is the specific issue?**

When attempting to use the vehicle's Interaction Bar to activate either the windshield defrosting/defogging system or the hazard warning lamps, the bar may not function as intended which may not meet a Federal requirement.

**Q3. Why are other models / vehicles not included in this Non-Compliance Recall?**

Other models have a smart bar that functions 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](https://www.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](https://www.bmwusa.com/dealer).

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://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](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.

**Q7. How will my vehicle be remedied?**

Potentially affected vehicles will have the Interaction Bar replaced for free and should take about one 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](https://www.bmwusa.com/recall).