

23V-xyz
Model Year 2023
BMW 7 Series, i7
Chronology
12 Jul 2023

In January 2023, BMW became aware of a complaint involving a Model Year 2023 BMW 7 Series in South Korea in which the vehicle's Interaction Bar did not appear to function correctly. In early 2023, additional complaints in the Korean market were identified, and two complaints, on or about March 8th and 9th in the US market, were received.

On March 13th, and due to the increasing number of complaints, a quality report was prepared, and an engineering investigation was initiated. Initial reviews found that some customers were complaining about Interaction Bar functionality regarding climate control or hazard warning lamps. Three additional complaints in the US market were received on or about March 16th, 21st, and 31st.

During April, analyses involved review of software specifications, vehicle build configurations, and over-the-air protocols and processes. It was not clear if the issue was related to specific vehicle software, over-the-air vehicle updates, or other factors. Preliminary information suggested that the issue might be related to procedures at dealers during vehicle software updates.

In May, further analyses were performed, including a review of worldwide regulatory requirements. Reviews suggested that if certain vehicle systems were not able to be activated by the vehicle's Interaction Bar, those systems could be activated by other means, such as speech control. Statistical analyses were performed to help identify possible trends and forecasting of potential future occurrences, as additional complaints were received in May.

In June, further analyses were performed using vehicle fault memory entries, and the possibility that undervoltage conditions could lead to performance issues involving the Interaction Bar. Further reviews of vehicle build configurations and software levels were performed. Regulatory requirements were further examined.

On July 5, 2023, BMW determined that potentially affected vehicles may not fully conform to FMVSS 101 Section 5.1.2, FMVSS 103 Section 4.2, and/or FMVSS 108 Section 6.1.5.1, and decided to conduct a voluntary recall.

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