



SIB 65 23 23

2023-08-23

RECALL 23V-584: RECEIVER AUDIO MODULE

This Service Information Bulletin (Revision 1) replaces SI B65 23 23 **dated August 2023**.

What's New (Specific text highlighted):

- Recall # added to SIB Title
- Cause, Correction, Procedure, Claim info added

MODEL

E-Series	Model Description	Production Date
F44	2 Series Gran Coupe	February 22, 2020 – October 13, 2021
G20	3 Series Sedan	January 22, 2019 – October 12, 2021
G22	4 Series Coupe	October 12, 2021
G23	4 Series Convertible	February 25, 2021 – November 5, 2021

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. Tomorrow, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Non-Compliance Recall (effective August 10, 2023) on certain Model Year 2019 - 2022 BMW vehicles that were produced between January 22, 2019 and November 5, 2021.

Potentially affected vehicles may, at times, not properly generate the audible seat belt warning indicator, and therefore may not meet a federal requirement.

Under certain circumstances, the warning sounds in the vehicle (e.g. PDC, turn indicator, seat belt warning, etc.) will be transmitted with a significant delay. The engine sound generated via Active Sound Design can also “freeze” or continue running when the engine is switched off.

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

CAUSE

Unfavorable software in the Receiver Audio Module (RAM).

CORRECTION

Program Receiver Audio Module (RAM).

PROCEDURE

Determine what is the vehicle's current I-level by either using AIR or the Key Reader/AfterSales Workplace (AWP) application.

The fault elimination is included from the following I level versions:

- **I level S15A-23-07-545 or later** (expected to be available from ISTA 4.43.2x, publication planned from 06/09/2023)
- **I level S18A-23-07-545 or later** (expected to be available from ISTA 4.43.2x, publication planned from 06/09/2023)

The programming must be carried out using the I-levels given above or a later one!

Determine what is the vehicle's current I-level by either using AIR/ ISPA NEXT/AWP (Aftersales Workplace) applications.

- Connect the battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine measures plan
- 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.

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 (this Recall is preferred) to perform and submit for updating the vehicle to the required I-level or higher.

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 that applies.

Defect Code:	0065320400	---
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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 74 980	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	8 FRU
Or:			
# 2	00 74 981	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 Recall shows open (No other Main work will be performed or claimed during this workshop visit)

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Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 74 334	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	10 FRU
Or:			
# 4	00 74 335	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: B65 23 23 WP 1), unless otherwise required by State law.

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 Repair Code in this bulletin with the labor operations that apply.

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 Repair Code and labor operation codes (including the diagnosis*) that applies.

*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 B652323 Recall Notice1.pdf](#)

[picture_as_pdf B652323 23V-584-FAQ-\(23Aug2023\).pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 23V-584: Receiver Audio Module – B65 23 23

BMW AG is conducting a Voluntary Non-Compliance Recall (effective August 10, 2023) on certain Model Year 2019 - 2022 BMW vehicles that were produced between January 22, 2019 and November 5, 2021.

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-584
Receiver Audio Module
Model Year 2019-2022
BMW 2 Series, 3 Series, 4 Series
Issue Date: 08/10/2023**

- Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?**
Model Year 2019-2022 BMW 2 Series, 3 Series, and 4 series in the US are potentially affected.
- Q2. What is the specific issue?**
Potentially affected vehicles may, at times, not properly generate the audible seat belt warning indicator, 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](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 www.bmwusa.com/myBMW. Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners should 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?**
The vehicle will receive a software programming update for free and will take approximately 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 Safety 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).