

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: Delivery Stop & Recall 17V-XXX: Instrument Panel Display
Date: Friday, November 10, 2017 3:34:37 PM

Publish Date: November 10, 2017
From: Technical Service
Expiration Date: December 08, 2017

DCSnet Message
Urgent



Subject: **Delivery Stop & Recall 17V-XXX: Instrument Panel Display**







BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 10, 2017) on certain Model Year 2018 vehicles involving the instrument panel display.

Attached is Service Information bulletin B62 16 17, Recall Notice and Q&A for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

-  [B621617_Recall_Notice\[81abc5c0\].pdf](#)
-  [B621617\[81abc5bf\].pdf](#)
-  [2017-BMW-MY18-Various-ICDisplay-QA\(10Nov2017\)Final\[81abc5be\].pdf](#)
-  [B621617_Recall_Notice\[81abc5c0\].pdf](#)
-  [B621617\[81abc5bf\].pdf](#)
-  [2017-BMW-MY18-Various-ICDisplay-QA\(10Nov2017\)Final\[81abc5be\].pdf](#)

Recipients: BMW Passenger Cars, CC-All, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



DELIVERY STOP & RECALL 17V-XXX: INSTRUMENT PANEL DISPLAY

MODEL

F22 (2 Series Coupe)	F23 (2 Series Convertible)	F39 (X2 SAV)	F87 (M2 Coupe)
G01 (X3 SAV)	G30 (5 Series Sedan)		

SITUATION

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 10, 2017) on certain Model Year 2018 vehicles involving the instrument panel display.

Affected vehicles were programmed with faulty software. The display may not wake up from standby mode or may not indicate operating conditions and warning symbols as required.

Approximately 3,313 vehicles are affected by this delivery stop / recall, consisting of 2,469 in dealer inventory and 844 retailed. Additionally, there are approximately 1,664 vehicles stopped at the VDCs.

Vehicles which are affected will show the campaign as "Open" when checked either in AIR or ISPA Next. Once the Warranty Vehicle Inquiry system is updated on Saturday, November 11, 2017, it will display the same information. The affected vehicles will be identified with the comment:

STOP012542 B621617 Recall: Instrument Panel Display - Do not retail or deliver.

Updated software is planned to be released in November. The bulletin will be updated with repair instructions and warranty information when it becomes available.

The Q&A has been attached for further information.

SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 17V-XXX: Instrument Panel Display B62 16 17

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 10, 2017) on certain Model Year 2018 vehicles involving the instrument panel display.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

**Instrument Panel Display
Non-Compliance Recall 17V-xxx
Model Year 2018
2 Series / 5 Series / X2 SAV / X3 SAV
*Last Updated 11/10/2017***

Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?

Approximately 3,313 BMW vehicles in the US, as noted below, are potentially affected.

Series	Model Year	Model	Approx. Volume	Production Dates
F22	2018	2 Series Coupe	1,173	Feb 2017 - Oct 2017
F23	2018	2 Series Convertible	1,176	Feb 2017 - Oct 2017
F39	2018	X2 SAV	6	Jul 2017
F87	2018	M2 Coupe	548	Mar 2017 - Oct 2017
G01	2018	X3 SAV	291	Jan 2017 - Nov 2017
G30	2018	5 Series Sedan	119	July 2017

Q2. What is the specific issue?

This non-compliance recall involves the instrument panel display. Due to a software error, the display may not properly illuminate.

Q3. What can happen as a result of this issue?

If the instrument panel display does not illuminate, then various vehicle system warning lamps, and operating lamps, would not illuminate while driving.

Q4. How did BMW Group become aware of this issue?

BMW Group became aware of this issue through its quality control procedures.

Q5. Why are other BMW Group vehicles not included in this Non-Compliance Recall?

Other vehicles contain software that was produced to specifications.

Q6. Can I determine if this issue exists in my vehicle?

If the instrument panel display does not illuminate upon vehicle start, or during driving, your vehicle may be experiencing this issue.

Q7. Can I continue to drive my vehicle?

Yes. However, when you receive a letter asking you to have this recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q8. How will my vehicle be repaired?

The vehicle software will be updated.

Q9. Is BMW Group aware of any accidents, injuries, or fires involving these BMW Group vehicles associated with this Non-Compliance Recall?

**Instrument Panel Display
Non-Compliance Recall 17V-xxx
Model Year 2018
2 Series / 5 Series / X2 SAV / X3 SAV
*Last Updated 11/10/2017***

No.

Q10. How will I be informed of this Non-Compliance Recall?

You will receive a letter in January via First Class mail, advising you of this recall and to immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

To ensure BMW has your most recent contact and vehicle information, please register your vehicle at www.bmwusa.com/myBMW. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW.

Q11. How long will the repair take?

This repair will take approximately 1 hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

Q12. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this program to ensure that the necessary parts, tools and procedures are available, prior to contacting you to schedule your vehicle to have this recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.

From: BMW Dealer Direct
To: [Rapaport Martin, EG-8-US-3](#)
Subject: Delivery Stop & Recall 17V-XXX: Instrument Panel Display
Date: Friday, November 10, 2017 3:32:15 PM



High Priority Broadcast

Delivery Stop & Recall 17V-XXX: Instrument Panel Display

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 10, 2017) on certain Model Year 2018 vehicles involving the instrument panel display. See SI B62 16 17 or DCS message for more details.

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