

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Delivery Stop & Recall 17V-XXX: i3 Frontal Impact Performance  
**Date:** Thursday, November 16, 2017 7:34:40 PM

Publish Date: November 16, 2017  
From: Technical Service  
Expiration Date: December 14, 2017

DCSnet Message  
**Urgent**



**Subject: Delivery Stop & Recall 17V-XXX: i3 Frontal Impact Performance**

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 16, 2017) on all Model Year 2014-2018 BMW i3 vehicles (including BEV and REX) produced from start-of-production through November 14, 2017.

Attached is Service Information bulletin B65 23 17, Recall Notice and Q&A for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,  
Technical Service

Attachments:

 [B652317\\_Recall\\_Notice\[81ac7d65\].pdf](#)  
 [B652317\[81ac7d64\].pdf](#)  
 [2017-BMW-MY14-18-I01-FMVSS208-QA-\(16Nov2017\)-  
Final\[81ac7d63\].pdf](#)  [B652317\\_Recall\\_Notice\[81ac7d65\].pdf](#)  
 [B652317\[81ac7d64\].pdf](#)  
 [2017-BMW-MY14-18-I01-FMVSS208-QA-\(16Nov2017\)-  
Final\[81ac7d63\].pdf](#)

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



SI B65 23 17  
Audio, Navigation, Monitors, Alarms, SRS

November 2017  
Technical Service

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## DELIVERY STOP & RECALL 17V-XXX: i3 FRONTAL IMPACT PERFORMANCE

### MODEL

I01 (i3 BEV and REx)

### SITUATION

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 16, 2017) on all Model Year 2014-2018 BMW i3 vehicles (including BEV and REx) produced from start-of-production through November 14, 2017.

The issue involves a Federal Motor Vehicle Safety Standard with respect to frontal impact performance. Recent testing conducted by the National Highway Traffic Safety Administration (NHTSA) indicated that a limit for one of many criteria was marginally exceeded.

Approximately 30,542 vehicles are affected by this delivery stop / recall, consisting of 1,159 in dealer inventory and 29,383 retailed. All vehicles in the pipeline are also on hold.

Affected vehicles will show the campaign as "Open" when checked either in AIR or ISPA Next. Once the Warranty Vehicle Inquiry system is updated on Friday, November 17, 2017, it will display the same information. The affected vehicles will be identified with the comment: **STOP012287 B652317 Recall: i3 Frontal Impact Performance - Do not retail or deliver.**

A repair solution is under development. This bulletin will be updated with repair instructions and warranty information when it becomes available.

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

### ATTACHMENTS

View PDF attachment [B652317 Recall Notice](#).

View PDF attachment [2017-BMW-MY14-18-I01-FMVSS208-QA-\(16Nov2017\)-Final](#).

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## **SAFETY RECALL NOTICE**

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

RE: Delivery Stop & Recall 17V-XXX: i3 Frontal Impact Performance B65 23 17

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 16, 2017) on all Model Year 2014-2018 BMW i3 vehicles (including BEV and REX) produced from start-of-production through November 14, 2017.

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.

**Non-Compliance Recall**  
**BMW i3 Frontal Impact Performance**  
**17V-xxx**  
**Model Year 2014-2018**  
**BMW i3**  
*Last Updated 11/16/2017*

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

Approximately 30,542 Model Year 2014-2018 BMW i3 models in the US are affected.

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

The issue involves a Federal Motor Vehicle Safety Standard with respect to frontal impact performance. Recent testing conducted by the National Highway Traffic Safety Administration (NHTSA) indicated that a limit for one of the many criteria was marginally exceeded.

**Q2a. Can you tell me more?**

The test in question simulates the rigid barrier front crash of an unbelted small adult (NHTSA's 5<sup>th</sup> percentile female) in the driver's seating position. One of the limits for the neck was marginally exceeded.

**Q3. What does a small adult (5<sup>th</sup> percentile female) mean in terms of size and weight?**

A small adult (5th percentile female) is approximately 5 feet tall and weighs approximately 110 pounds, which represents the smaller and lighter demographic of the US adult population.

**Q4. What can happen as a result of this issue?**

An unbelted small adult (NHTSA's 5<sup>th</sup> percentile female) driver of an affected vehicle could have a marginally higher risk of one type of neck injury in certain front crashes.

**Q5. How did BMW Group become aware of this issue?**

BMW was made aware of this issue as a result of routine compliance testing conducted by NHTSA.

**Q6. Why are other BMW Group vehicles not included in this Non-Compliance Recall?**

Other BMW Group vehicles meet this specific requirement..

**Q7. Can I continue to drive my vehicle?**

Yes. The BMW passive safety systems are optimized for safety belt use. As always, BMW recommends that all vehicle occupants fasten their safety belts before driving, and keep them fastened for the duration of travel. BMW i3 owners should feel confident that their vehicle will perform well in a real world crash.

**Q8. How will my vehicle be repaired?**

The repair is still being determined.

**Q9. 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.

**Non-Compliance Recall**  
**BMW i3 Frontal Impact Performance**  
**17V-xxx**  
**Model Year 2014-2018**  
**BMW i3**  
*Last Updated 11/16/2017*

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

**Q10. How long will the repair take?**

The repair time is not yet known as the repair is still being determined.

**Q11. Do I have to wait for my letter to have my vehicle serviced?**

Yes. For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).

**From:** BMW Dealer Direct  
**To:** [Leegwater Tara, B2-US-A-6](#)  
**Subject:** Delivery Stop & Recall 17V-XXX: i3 Frontal Impact Performance  
**Date:** Thursday, November 16, 2017 7:35:25 PM



High Priority Broadcast

## Delivery Stop & Recall 17V-XXX: i3 Frontal Impact Performance

BMW Group is conducting a Voluntary Non-Compliance Recall (effective November 16, 2017) on all Model Year 2014-2018 BMW i3 vehicles (including BEV and REx) produced from start-of-production through November 14, 2017. Please see SI B65 23 17 on TIS or DCS message that was just published for more details.

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