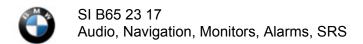
TIS Service Bulletin Page 1 of 3



December 2017 **Technical Service**

RECALL CAMPAIGN 17V-720: 13 FRONTAL IMPACT **PERFORMANCE**

New information provided by this revision is preceded by this symbol



Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information bulletin replaces SI B65 23 17 dated November 2017

What's New:

- 17V-720 number added
- · Entire SI revised for final software repair
- Attachments modified
- Attachment added for procedure in case Entry Nav Head Unit fails coding.

MODEL

I01 (i3 BEV and REx)

from start-of-production through November 14, 2017.

SITUATION

BMW Group is conducting a Voluntary Non-Compliance Recall on all Model Year 2014-2018 BMW i3 vehicles produced 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.

AFFECTED VEHICLES

This Recall Campaign involves 30,542 Model Year 2014-2018 BMW i3 vehicles (including BEV and REx) produced from start-of-production through November 14, 2017.

Affected vehicles show the campaign as "Open" when checked either in AIR, warranty or ISPA Next.

Customer letters will be mailed in January 2018 informing them of the recall and to schedule an appointment for repair.



Note: The affected vehicles will be identified with the comment:

STOP012287 B652317 Recall: i3 Frontal Impact Performance - Do not retail or deliver.

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CAUSE

Software calibration

CORRECTION

Revised software calibration for the air bag control module.

PROCEDURE

- Perform diagnosis with the latest version of ISTA.
- Program the vehicle using ISTA 4.09.13 with Programming data 4.09.20 or higher.

Target I level I001-17-11-541

Note that ISTA 4 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 (SIB04 23 10).

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

After a programming of the Entry Nav Head Unit on MY 2016 vehicles, coding may fail. If this occurs refer to the attached workaround procedure.

Other Air bag System Related Repairs

Affected Vehicles arriving with an illuminated air bag malfunction light and/or display message may require separate other repairs to address the current air bag system malfunction, these repairs are outside the scope of this Recall repair.

For vehicles beyond the applicable warranty coverage, this other air bag-related repair work may be customer pay, please be sure to address this possibility with the customer during repair order write-up process.

Should the customer decline these other repairs, please note it accordingly on the repair order.

PARTS INFORMATION

Parts replacement will not improve the situation and is not recommended.

WARRANTY INFORMATION

This Recall repair does not qualify for Alternative Mobility Solution (AMS) expense reimbursement.

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	0065050300	
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Completion "before" vehicle delivery to the customer or the vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:	
00 65 885	1 FRU	Programming and coding performed in conjunction with another campaign or repair (vehicle is already at the specified "Target" integration level or higher, no repair is necessary) (Plus work)	
Or:			

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00 65 884	10 FRU	Programming and encoding control units (includes connecting an approved battery charger/power supply, recharging high-voltage battery unit and performing a vehicle test) (Plus work)
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Or:

Completion after vehicle delivery to the customer

Labor Operation:	Labor Allowance:	Description:
00 65 237	1 FRU	Programming and coding performed in conjunction with another campaign or repair (vehicle is already at the specified "Target" integration level or higher, no repair is necessary) (Main work)
Or:		
00 65 236	12 FRU	Programming and encoding control units (includes connecting an approved battery charger/power supply, recharging high-voltage battery unit and performing a vehicle test) (Main work)

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

Vehicle Programming and Encoding (in conjunction with this repair)

ISTA automatically reprograms and codes all the vehicle control modules that do not have the latest software i-level. If one or more control module failures occur "during" this programming procedure:

• Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Control module failures that occurred "prior" to performing this programming procedure:

• When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.

TREAD Act - Previous Customer-Pay Repairs

Based on the "issue" being addressed by this "Safety Recall" Service Information bulletin, reimbursement requests for prior customer-pay repairs that specifically address the issue described in this Recall bulletin are not very likely.

Posted: Monday, December 11, 2017

ATTACHMENTS

View PDF attachment **B652317 Recall Notice**.

View PDF attachment 2017-BMW-MY14-18-I01-FMVSS208-QA-(5Dec2017)-Final.

View PDF attachment **B652317_Workaround_i3_EntryNav**.

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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-720: 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-ofproduction 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.

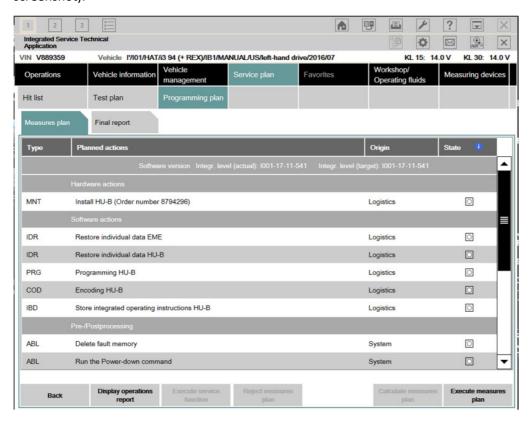
Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

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.

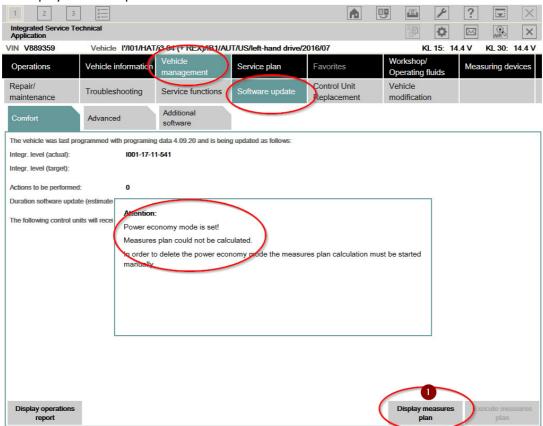
Situation:

After programming the i3 with an Entry Nav head unit it could happen that the encoding of the head unit fails. ISTA 4.09.x will calculate an additional measures plan where it states to mount a new Entry Nav Hu (see screenshot):

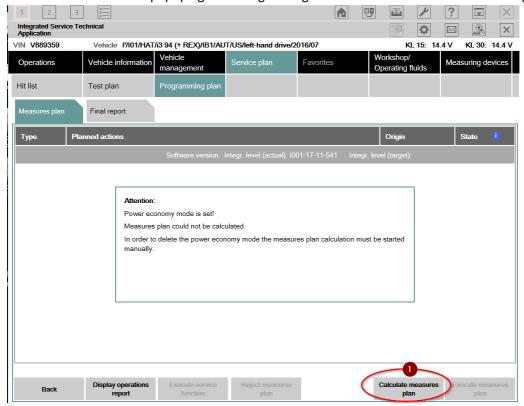


Workaround for this situation:

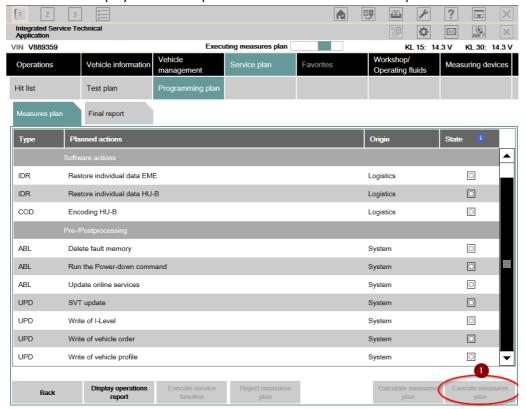
- 1. Close the current programming session
- 2. Disconnect the ICOM from OBD socket and perform a battery reset. Make sure that no charger is connected and the high voltage is disconnected.
- 3. After 3-5min waiting connect the battery charger back and close the high voltage connector.
- 4. Connect the ICOM back to the OBD socket.
- 5. Start a new ISTA session and calculate a new programming measures plan.
 ISTA will show a popup where it states that the "Power economy Mode" is set. Just ignore it and click on Display measures plan.



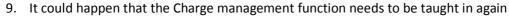
6. ISTA will show the same popup again. Just ignore again and click on "calculate measures plan"

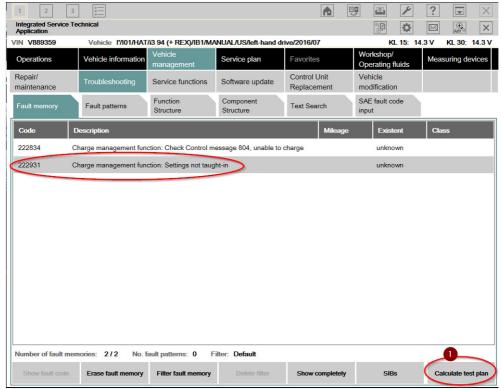


7. Now ISTA will display a measures plan. Please execute the measures plan

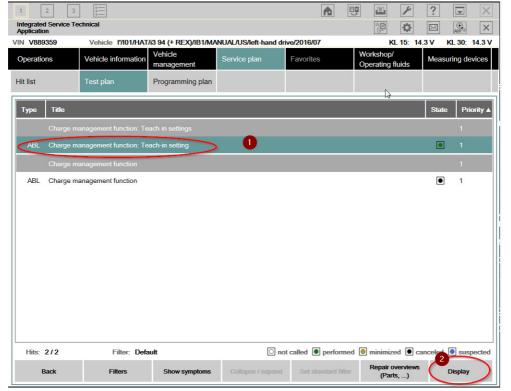


8. Check concluding Task after the programming!





10. Let ISTA calculate a test plan for the DTCs and run through it.



11.	In some rare cases it could happen that the transport mode for the HU is active. If this is the case please delete it with the ISTA service function.

Non-Compliance Recall BMW i3 Frontal Impact Performance 17V-720 Model Year 2014-2018 BMW i3 Last Updated 12/5/2017

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 5th percentile female) in the driver's seating position. One of the limits for the neck was marginally exceeded.

Q3. What does a small adult (5th 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 <u>unbelted</u> small adult (NHTSA's 5th 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 12/5/2017

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.

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.