

From: noreply.bmwgroup
To: [DL-BMS_Message_Monitors](#)
Subject: BMW Delivery Stop & Recall 19V-xxx: Program Control Units (Rearview Camera)
Date: Friday, September 20, 2019 4:13:14 PM

Publish Date: September 20, 2019
From: Technical Service
Expiration Date: November 01, 2019

DCSnet Message
Urgent



Subject: **BMW Delivery Stop & Recall 19V-xxx: Program Control Units (Rearview Camera)**

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective September 20, 2019) on certain Model Year 2016 through 2020 BMW vehicles that were produced between May 2, 2016 and September 2, 2019. The rearview camera system may not fully conform to a Federal requirement due to the system's large adjustment range of brightness and contrast.

Approximately 218,073 vehicles are affected by this recall.

Software is already available and no parts are needed. Please see attached bulletin for repair.

We will have IRAP Support tomorrow (Saturday, September 21st 10-6pm ET) for the Rearview Camera Recall on sold units only. If you are experiencing programming errors, please submit a programming case via TSARA.

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

Note: Please move forward with the repair regardless of the remedy status. All vehicles for this recall will be remedy available early next week.

Sincerely,
Technical Service

Attachments: [B663319_Recall_Notice\[81f15675\].pdf](#) [B663319\[81f15674\].pdf](#) [2019-BMW-MY2016-2020-VariousModels-RearviewCamera-QA-\(20Sep2019\)\[81f15673\].pdf](#) [B663319_Recall_Notice\[81f15675\].pdf](#) [B663319\[81f15674\].pdf](#) [2019-BMW-MY2016-2020-VariousModels-RearviewCamera-QA-\(20Sep2019\)\[81f15673\].pdf](#)

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SIB 66 33 19

2019-09-20

DELIVERY STOP & RECALL 19V-XXX: PROGRAM CONTROL UNITS (REARVIEW CAMERA)

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.

DELIVERY STOP & RECALL 19V-XXX: PROGRAM CONTROL UNITS (REARVIEW CAMERA)

MODEL

E-Series	Model Description	Production Date
F90	M5 Sedan	1/1/17-12/30/19
F97	X3 M Sports Activity Vehicle	12/2/18-8/12/19
F98	X4 M Sports Activity Coupe	5/22/17-8/13/19
G01	X3 Sports Activity Vehicle	5/22/17-8/13/19
G02	X4 Sports Activity Coupe	5/23/18-8/13/19
G05	X5 Sports Activity Vehicle	5/21/18-8/13/19
G06	X6 Sports Activity Coupe	6/13/18-7/30/19
G07	X7 Sports Activity Vehicle	7/10/18-8/13/19
G12	7 Series Sedan	5/2/16-2/22/19
G14	8 Series Convertible	3/1/19-9/2/19
G15	8 Series Coupe	5/8/19-9/2/19
G16	8 Series Gran Coupe	10/24/18
G20	3 Series Sedan	5/14/18-8/6/19
G29	Z4 Roadster	5/24/18-8/26/19
G30	5 Series Sedan	5/2/17-9/2/19
G32	640i xDrive Gran Turismo	7/3/17-9/27/19

AFFECTED VEHICLES

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry. All other systems will show the stop sale starting tomorrow.

Please move forward with the repair regardless of the remedy status. All vehicles for this recall will be remedy available early next week.

SITUATION

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective September 20, 2019) on certain Model Year 2016 through 2020 BMW vehicles that were produced between May 2, 2016 and September 2, 2019. The rearview camera system may not fully conform to a Federal requirement due to the system's large adjustment range of brightness and contrast.

Approximately 218,073 vehicles are affected by this recall.

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

CAUSE

Software error rearview camera.

CORRECTION

Program vehicle using ISTA 4.19.2x

Target Integration Levels

S15A-19-07-553 or higher

Or

S18A-19-07-553 or higher

PROCEDURE

Perform a diagnostic quick test to determine i-level

- If I-level is lower than
 - S15A-19-07-553, or
 - S18A-19-07-553
 -
- Program the vehicle using ISTA 4.19.2x and higher, Target I-level is:
 - S15A-19-07-553 and higher; or
 - S18A-19-07-553 and higher

Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)) when performing programming.

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

WARRANTY INFORMATION

Stop-Sale Override during Vehicle RDR: Delivery Stop Recall Repair Completed

You will need to have the repair order (RO) number and the RO close date to retail (RDR) an affected vehicle only after it is repaired as required.

The Delivery Stop Defect Code for this repair (00 66 35 01 00) must be used for the claim submission.

- Defect Code 00 66 35 01 00 will be available **Monday September 23, 2019** for claim submission as outlined below.
- The special flat rate labor operation codes (Main and Plus) for this Delivery Stop Recall repair will be available shortly after that.

Interim Claim Submission Procedure (Labor Operations)

Note: The special rate labor operation codes (Main and Plus) for this Delivery Stop Recall repair will be available shortly. When these special flat rate operations become available, please use and submit for the one that applies in place of using the temporary labor operations provided below.

Please ensure the claim for this Delivery Stop Recall repair is promptly submitted through DCSnet via normal claim entry once the campaign information becomes available as noted above.

Reimbursement for this Delivery Stop Recall repair will be via normal claim entry utilizing the Defect Code and temporary labor operation information provided below:

Situation One

The affected vehicle at your center either shows one or more prior campaign repairs open and/or needs a different covered repair which requires a vehicle control unit programming and encoding procedure to be performed.

Claim the vehicle control unit programming and encoding procedure with the applicable repair above.

Then, as an additional line item and in conjunction with the above repair, claim the following for this repair:

Defect Code: 0066350100			
Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 2	61 99 000	Programming and encoding the vehicle control units was performed in conjunction with another campaign or repair (the vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

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.

Or:

Situation Two

The affected vehicle at your center does not require another campaign or repair that requires a vehicle control unit programming and encoding procedure to be performed.

Defect Code: 0066350100

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	61 99 000	Programming and encoding the vehicle control units to the I-Level of S15A-19-07-553/S18A-19-07-553 or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	8 FRU

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	61 99 000	Programming and encoding the vehicle control units to the I-Level of S15A-19-07-553/S18A-19-07-553 or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	9 FRU

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B66 33 19 WP 1), unless otherwise required by State law.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which 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 AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For 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 (including diagnosis) in AIR.

Attachments:

- Recall Notice
- Q and A

Supporting Materials

[picture_as_pdf B663319 Recall Notice.pdf](#)

[picture_as_pdf 2019-BMW-MY2016-2020-VariousModels-RearviewCamera-QA-\(20Sep2019\).pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Delivery Stop & Recall 19V-xxx: Program Control Units (Rearview Camera) – B66 33 19

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective September 20, 2019) on certain Model Year 2016 through 2020 BMW vehicles that were produced between May 2, 2016 and September 2, 2019.

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 19V-xyz
Rearview Camera Display
Model Year 2016-2020
Last Update: 09/20/2019**

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

Approximately 218,703 BMW Group vehicles in the US, as noted below, are potentially affected.

Series	Model Year	Model	Approx. Volume	Production Dates
G01	2018-2020	X3 SAV	89,939	May 2017 – Aug 2019
G02	2019-2020	X4 SAC	4,786	May 2018 – Aug 2019
G05	2019-2020	X5 SAV	17,711	May 2018 – Aug 2019
G06	2020	X6 SAC	28	May 2018 – Jul 2019
G07	2019-2020	X7 SAV	1,503	Jul 2018 – Aug 2019
G12	2016-2020	7 Series	9,453	May 2016 – Feb 2019
G30	2017-2020	5 Series	62,021	May 2017 – Sep 2019
G32	2018-2019	6 Series GT	1,243	Jul 2017 – Sep 2019
G14	2019-2020	8 Series Conv.	153	Mar 2019 – Sep 2019
G15	2019-2020	8 Series Coupe	124	May 2019 – Sep 2019
G16	2020	8 Series Gran Coupe	1	Oct 2018
G20	2019-2020	3 Series	29,568	May 2018 – Aug 2019
G29	2019-2020	Z4	1,226	May 2018 – Aug 2019
F90	2018-2020	M5	285	Jan 2017 – Dec 2019
F97	2020	X3M	29	Dec 2018 – Aug 2019
F98	2020	X4M	3	May 2017 – Aug 2019

Q2. What is the specific issue?

The rearview camera display may not fully conform to a Federal requirement due to the system's large adjustment range of brightness and contrast. If the brightness is set at/near its lowest setting, and the contrast is set at/near its highest setting, then the display may not meet a Federal requirement.

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

If the brightness is set at/near its lowest setting, and the contrast is set at/near its highest setting, then in certain lighting conditions, this could affect the visibility of certain objects behind the vehicle.

Q4. Why are other vehicles not included in this Non-Compliance Recall?

Other models are equipped with rearview camera software that fully conforms to the Federal requirement.

Q5. Can I continue to drive my vehicle?

Yes. However, when you receive a letter requesting you to make an appointment to have this Non-Compliance 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.

Q6. How will I be informed of this Non-Compliance Recall?

You will receive a letter in November via First Class mail advising you of this Non-Compliance Recall and requesting you to schedule an appointment with an authorized BMW center to have this Non-Compliance Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

**Non-Compliance Recall 19V-xyz
Rearview Camera Display
Model Year 2016-2020
Last Update: 09/20/2019**

To ensure BMW Group has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q7. How will my vehicle be repaired?

The rearview camera software will be updated.

Q8. How long will the repair take?

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