



SIB 66 13 20

RECALL 20V- 443: REARVIEW CAMERA PROGRAMMING

2020-07-31

This Service Information Bulletin (Revision 1) replaces SI B66 13 20 **dated July 2020**.

What's New (Specific text highlighted):

- Title: Add recall number
- Warranty: Information updated

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.

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	June 11, 2020 – June 22, 2020

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.

SITUATION

BMW AG is conducting a Voluntary Non-Compliance Recall (effective July 23, 2020) on a very small number of Model Year 2020 BMW vehicles that were produced between June 11, 2020 and June 22, 2020.

Vehicles were not programmed with rearview camera software. When the transmission is placed in Reverse, an image is not displayed in the Central Information Display (CID).

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

CAUSE

Software error in the rearview camera control unit.

CORRECTION

Program and encode the rearview camera with ISTA 4.24.2x (released July 22, 2020) to the target I-Level S15A-20-07-530 or higher.

PROCEDURE

1. Connect the vehicle to ISTA 4.
2. Program and encode the vehicle using ISTA 4.24.2x or higher.
3. Follow the rework list.
4. Perform a vehicle test and delete faults if needed.

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

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.

Update the vehicle to the required I-level or higher by performing and submitting for it through one of these open Technical Campaigns.

Please be sure to also perform any additional work (before and/or after) the campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Based on the above, reimbursement for this Recall will be via normal claim entry utilizing the work package information below that applies.

Defect Code:

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 69 794	Programming and encoding the vehicle control units to the specified Target integration level or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	8 FRU
Or:			
# 2	00 69 795	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair, either 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)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 69 265	Programming and encoding the vehicle control units to the specified Target integration level or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	10 FRU
Or:			
# 4	00 69 266	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair, either prior to or during 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: B66 13 20 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 (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) 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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

As applicable to your center, please refer to [SI B01 01 20](#) or [B01 07 20](#) for claiming your diagnosis work time, WT and repair-related explanation procedures.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B661320_2020-BMW-MY2020-G01-RearviewCamera-QA-\(24Jul2020\).pdf](#)

[picture_as_pdf B661320 Recall Notice.pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 20V-443: Rearview Camera – B66 13 20

BMW AG is conducting a Voluntary Non-Compliance Recall (effective July 23, 2020) on a very small number of Model Year 2020 BMW vehicles that were produced between June 11, 2020 and June 22, 2020.

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 20V-443
Rearview Camera
Model Year 2020
BMW X3 SAV
Last Update: 07/30/2020

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

A very small number of Model Year 2020 BMW X3 SAV models in the US are potentially affected.

Q2. What is the specific issue?

Vehicles were not programmed with rearview camera software and therefore do not conform to a Federal regulation. When the transmission is placed in Reverse, an image is not displayed.

Q3. Why are other models / vehicles not included in this Non-Compliance Recall?

Other models were programmed with rearview camera software.

Q4. Can I continue to drive my vehicle?

Yes. However, when you are contacted by BMW advising you of this recall, please make an appointment to have this important Non-Compliance Recall performed by an authorized BMW center as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q5. Can I determine if this issue exists in my vehicle?

Yes. If you do not see an image in the Navigation screen when placing the transmission in Reverse, then your vehicle is affected.

Q6. How did BMW become aware of the issue?

BMW became aware of the issue through our quality control procedures.

Q7. How will I be informed of this Non-Compliance Recall?

BMW is contacting owners by phone advising them of this Non-Compliance Recall and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer. To ensure BMW 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.

Q8. How will my vehicle be remedied?

Your vehicle will be programmed with rearview camera software for free and will take about one hour.

Q9. Do I have to wait for my letter to have my vehicle serviced?

No. Please contact an authorized BMW center as soon as possible to have this important Non-Compliance Recall performed. For the latest updates to this Non-Compliance Recall, please visit www.bmwusa.com/recall.