



SIB 61 02 21

2021-05-12

RECALL 21V-091: SUNROOF OPERATION

This Service Information Bulletin (Revision 4) replaces SI B61 02 21 **dated February 2021**.

What's New (Specific text highlighted):

- FAQ Document updated

MODEL

E-Series	Model Description	Production Date
F44	2 Series Gran Coupe	March 12, 2019 – January 23, 2021

AFFECTED VEHICLES

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.

SITUATION

BMW AG is conducting a Voluntary Non-Compliance Recall (effective February 18, 2021) on certain Model Year 2020-2021 BMW 2 Series Gran Coupe vehicles that were produced between March 12, 2019 and January 23, 2021.

Due to a software error, in certain unique circumstances, operation of the sunroof may not meet a Federal requirement. In certain cases when the sunroof is closing, it may not stop as required. The sunroof software will be reprogrammed.

Note: The anti-trap feature of the sunroof remains functional.

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

CAUSE

A software error in the FZD (Roof function center).

CORRECTION

Update the vehicle software to S18A-20-11-557 or higher.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application.
2. If the vehicle's I-Level is below **S18A-20-11-557**, continue to step 3. Otherwise, no further correction is needed.
3. Program the vehicle using **ISTA 4.27.3x** or higher (released February 2020).

Model	Target Integration level
F44 (2 Series Gran Coupe)	S18A-20-11-557 or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

PARTS INFORMATION

Parts are not required for this recall.

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.

Select THIS open Technical Campaign to perform and submit for updating the vehicle to the required I-level or higher.

Please be sure to also perform any additional work (before and/or after) as required by the other open campaign(s) on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below.

Defect Code: 0061920500

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 70 757	Encoding the FZD, programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test	8 FRU
Or:			
# 2	00 70 758	Encoding the FZD (programming and encoding the vehicle control units) was performed in conjunction with another campaign/repair 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 70 227	Encoding the FZD, programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test	10 FRU
Or:			
# 4	00 70 228	Encoding the FZD (programming and encoding the vehicle control units) was performed in conjunction with another campaign/repair prior to this workshop visit (vehicle is already at the specified	1 FRU

	Target integration level or higher, no repair is necessary)	
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Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. 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: B61 02 21 WP 1), unless otherwise required by State law.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B610221 Recall Notice.pdf](#)

[picture_as_pdf B610221_2021-BMW-MY2020-21-F44-SunroofOperation-FAQ-\(26Apr2021\).pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 21V-091: Sunroof Operation – B61 02 21

BMW AG is conducting a Voluntary Non-Compliance Recall (effective February 18, 2021) on certain Model Year 2020-2021 BMW 2 Series Gran Coupe vehicles that were produced between March 12, 2019 and January 23, 2021.

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 21V-091
Sunroof Operation
Model Year 2020-2021
BMW 2 Series Gran Coupe
Initial Release: 02/18/2021
Last Update: 04/26/2021

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

Certain Model Year 2020-2021 BMW 2 Series Gran Coupe models in the US are potentially affected.

Q2. What is the specific issue?

In certain unique circumstances, the sunroof operation may not meet a Federal requirement.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models do not contain the same sunroof software.

Q4. Can I continue to drive my vehicle?

Yes. Please contact an authorized BMW center to have this important Non-Compliance Recall performed 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?

No.

Q6. How did BMW Group become aware of the issue?

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

Q7. How will I be informed of this Safety Recall?

Letters will be mailed to owners in April via First Class mail advising them of this Non-Compliance Recall and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their 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 repaired?

The sunroof software will be reprogrammed for free.

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

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

Q10. Can I perform the Recall myself, as it is a software upgrade?

If you prefer, it may be possible to perform this recall via a Remote Software Upgrade process. If so, you will see a message in the Navigation screen just before you shut down and exit your vehicle. You will be prompted to perform **two simple steps** (confirming, initiating) the software installation process via the on-screen prompts. Upon exiting the vehicle, the process will start and typically take about twenty minutes. **Please note that your vehicle cannot be restarted during this time. Therefore, we suggest you initiate this process when parking the vehicle at home at the end of the day, or perhaps at your workplace.** In the unlikely situation that this process is interrupted, and your vehicle does not start, please contact BMW Roadside Assistance at 1-800-332-4269.