



SIB 65 07 22

2022-07-25

RECALL 22V-483: VALET PARKING MODE

This Service Information Bulletin (Revision 1) replaces SI B65 07 22 **dated July 2022**.

What's New (Specific text highlighted):

- Recall # added to SIB title
- Cause
- Correction
- Procedure
- Claim Information

MODEL

| E-Series | Model Description | Production Date |
|----------|----------------------------|---------------------------------|
| I20 | iX Sports Activity Vehicle | October 14, 2021 – July 1, 2022 |

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 5, 2022) on certain Model Year 2022 - 2023 BMW iX SAV vehicles that were produced between October 14, 2021 and July 1, 2022.

When in Valet Parking Mode, warning messages may not be displayed in the CID (Central Information Display) . As a result, there is potential non-compliance with a Federal requirement.

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

CAUSE

Software error in the MGU (Media Graphics Unit).

CORRECTION

Program the vehicle to I020-22-07-520 or higher.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

| Model | Integration level |
|-------|---------------------------|
| I20 | Lower than I020-22-07-520 |

YES: Proceed to Step 3

NO: No further action necessary

3. Program the vehicle using ISTA 4.36.3x or higher (estimated release July 28, 2022, pending verification).

| Model | Target integration level |
|-------|--------------------------|
| I20 | I020-22-07-520 or higher |

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

4. Did the vehicle program correctly the first time?

YES: No further action necessary

NO: Program the vehicle a 2nd time and claim WP #2 or #5.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

The following are known issues that might occur during programming:

1. Fault code “7E0503 UCAP, secure Ethernet communication: No connection established with MPAD” cannot be deleted.

The fault can be deleted after a vehicle sleep cycle

2. When programming vehicles with ADCAM low (without SA 5AU) the Automatic control unit validation might fail.

- Follow the attached procedure “ADCAM Low Validation Procedure”.
- **Note:** INFO123825 will show open on your VIN if it has ADCAM Low. It may still show open up to a week after you’ve done the procedure.

3. Automatic Secure Token (LCS) – Download not possible or failed message appears.

- Go to “Vehicle modifications” > “immediate measures” > select: “Activate customer functions”. This retries the Activation (SFA) Tokens and synchronizes them.
- If this does not work, follow the instructions to download and request the token manually and send them to Technical Support for a response token generation.

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

CLAIM 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.

When the above applies and the vehicle must be programmed second time per the measures plan, then submit for Work Package # 2 or # 5 below as applicable for updating the vehicle to the required I-level or higher

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

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

| | | |
|---------------------|-------------------|--|
| Defect Code: | 0065800300 | I20 Program control units (head unit) |
|---------------------|-------------------|--|

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 |
|-----------------|------------------------|--------------------------------|------------------------|
| | | | |

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| | | | |
|--------------------|-----------|---|--------|
| # 1 | 00 72 824 | MGU control unit - programming and encoding (One-time) the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528) | 9 FRU |
| Or, when required: | | | |
| # 2 | 00 72 834 | MGU control unit - programming and encoding (Two times per the measures plan) the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528) | 13 FRU |
| Or: | | | |
| # 3 | 00 72 825 | 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 |
|--------------------|-----------------|---|-----------------|
| # 4 | 00 72 245 | MGU control unit - programming and encoding (One-time) the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528) | 11 FRU |
| Or, when required: | | | |
| # 5 | 00 72 255 | MGU control unit - programming and encoding (Two times per the measures plan) the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528) | 14 FRU |
| Or: | | | |
| # 6 | 00 72 246 | 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 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: B65 07 22 WP 1), unless otherwise required by State law.

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

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including the diagnosis that applies*) in AIR that apply.

*Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to [SI B01 29 16](#) for additional information.

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 do 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.

FEEDBACK REGARDING THIS BULLETIN

| | |
|--------------------|---|
| Technical Feedback | To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin |
| Warranty Feedback | To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal |
| Parts Feedback | To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department |

Supporting Materials

[picture_as_pdf B650722_22V-xyz-FAQ-\(05Jul2022\).pdf](#)

[picture_as_pdf B650722 Recall Notice.pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 22V-xxx: Valet Parking Mode – B65 07 22

BMW AG is conducting a Voluntary Non-Compliance Recall (effective July 5, 2022) on certain Model Year 2022 - 2023 BMW iX SAV vehicles that were produced between October 14, 2021 and July 1, 2022.

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
22V-xyz
Program Control Units
Model Year 2022-2023
BMW iX, i4
Issue Date: 07/05/2022

- Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?**
Model Year 2022-2023 BMW iX and i4 models in the US are potentially affected.
- Q2. What is the specific issue?**
During supplier production, instrument cluster control unit software may not have been programmed to specifications. As a result, only in Valet Parking Mode, the instrument cluster may not display certain warning messages, and therefore may not meet a Federal requirement.
- [Note: In Valet Parking Mode, it is not possible to change vehicle settings via iDrive. Personal data cannot be displayed. The volume of the audio system is limited. Certain settings in the driving modes are limited.]
- Q3. Why are other models / vehicles not included in this Non-Compliance Recall?**
Other models have different instrument cluster control unit software programmed to specifications.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Non-Compliance Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Non-Compliance Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q5. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q6. How will I be informed of this Non-Compliance Recall?**
Owners of potentially affected vehicles will be notified via First Class mail and requested to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](https://www.bmwusa.com/dealer).
- To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.
- Q7. How will my vehicle be remedied?**
The instrument cluster control unit will be reprogrammed for free and will take approximately one hour.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**
Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).