



SIB 65 14 22

2022-10-20

RECALL 22V-747: REARVIEW CAMERA

This Service Information Bulletin (Revision 3) replaces SI 65 14 22 **dated October 2022**.

What's New:

- Recall # added to SIB title and Attachments
- Cause, Correction added
- Procedure: repair solution provided
- Claim information provided

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
G20	3 Series Sedan	August 3, 2022 – October 4, 2022

AFFECTED VEHICLES

Affected vehicles which require this Recall 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 has issued a Delivery Stop on certain Model Year 2023 BMW 330e models that were produced between August 3, 2022 and October 4, 2022.

As of October 6, 2022, this campaign has been upgraded to a Non-Compliance Recall.

Due to a software issue involving the rearview camera, potentially affected vehicles may not meet a Federal requirement. In certain vehicle operating conditions, the rearview camera image may be partially blocked.

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

CAUSE

Software error in the MGU (Media Graphics Unit).

CORRECTION

Update the vehicle software with ISTA 4.38.1x or higher.

PROCEDURE

Determine what is the vehicle's current I-level by either using AIR or the ISPA NEXT application, and as applicable:

Program the vehicle using **ISTA 4.38.1x** or higher (**estimated release October 25, 2022; pending verification**).

Model	Target Integration level
G20 (3 Series Sedan)	S18A-22-07-559 or higher

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

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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 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.

Select one of these open Technical Campaigns to perform and submit 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:	0065960300	G20 Program control units (head unit)
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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 73 618	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	8 FRU
Or:			
# 2	00 73 619	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 73 076	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	10 FRU
Or:			
# 4	00 73 077	Programming and encoding the vehicle	1 FRU

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	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)	
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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 14 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 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.

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

PDF - B651422_2022-MY2023-RearviewCamera-FAQ-(06Oct2022)

PDF - B651422 Recall Notice

Supporting Materials

[picture_as_pdf B651422 Recall Notice.pdf](#)

[picture_as_pdf B651422_2022-MY2023-RearviewCamera-FAQ-\(06Oct2022\).pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 22V-xxx: Rearview Camera – B65 14 22

BMW AG has issued a Delivery Stop (effective September 23, 2022) on certain Model Year 2023 BMW 330e models that were produced between August 3, 2022 and October 4, 2022.

As of October 6, 2022, this campaign has been upgraded to a Non-Compliance Recall.

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
Rearview Camera
Model Year 2023
BMW 330e
Issue Date: 10/06/2022

- Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?**
Model Year 2023 BMW 330e models in the US are potentially affected.
- Q2. What is the specific issue?**
Due to a software issue involving the rearview camera, potentially affected vehicles may not meet a Federal requirement. In certain vehicle operating conditions, the rearview camera image may be partially blocked.
- Q3. Why are other models / vehicles not included in this Non-Compliance Recall?**
Other models have been programmed with appropriate rearview camera software.
- 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 our 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 the most up-to-date contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free and will give them access to other information specific for their BMW vehicle.
- Q7. How will my vehicle be remedied?**
The rearview camera software on your vehicle will be updated for free, and should take about an hour.
- Q8. Do I have to wait for my letter to have my vehicle updated?**
Yes. We are in the process of implementing this Non-Compliance 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).