



SIB 84 01 23

2023-03-14

**RECALL 23V-099: WIRELESS CHARGING TRAY WILL NOT RECOGNIZE DIGITAL KEY REMOVAL**

This Service Information Bulletin (Revision 3) replaces SI B84 01 23 **dated February 2023**.

**What's New** (Specific text highlighted):

- Changes to the Correction Section
- Changes to the Procedure Section

**MODEL**

|                      |                           |                     |                            |
|----------------------|---------------------------|---------------------|----------------------------|
| F91 (M8 Convertible) | F92 (M8 Coupe)            | F93 (M8 Gran Coupe) | G14 (8 Series Convertible) |
| G15 (8 Series Coupe) | G16 (8 Series Gran Coupe) | G29 (Z4 Roadster)   | G42 (2 Series Coupe)       |
| G87 (M2 Coupe)       |                           |                     |                            |

**AFFECTED VEHICLES**

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

**SITUATION**

BMW AG has issued a Delivery Stop (effective February 9, 2023) on certain Model Year 2022 – 2023 BMW vehicles that were produced between June 29, 2022 and February 16, 2023. This was originally called “Wireless Charging Tray”.

As of February 17, 2023, this delivery stop has been upgraded to a Non-Compliance Recall.

Software in potentially affected vehicles may not recognize the removal of the digital key (Key Card or mobile phone) from the wireless charging tray, and thereby not meeting a federal requirement.

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

**CAUSE**

Unfavorable software causes the vehicle to not detect when the digital key (mobile phone/BMW Key Card) is removed from the wireless charging station (WCA). It is still possible to operate the window regulators, sunroof and convertible top for a certain period of time until the vehicle is locked, despite the digital key being removed from the WCA.

**CORRECTION**

Program the complete vehicle with the correct software. This software will not be available until July 2023. This bulletin will be updated when the software becomes available.

In the interim, BMW has devised a separate temporary procedure listed below to meet federal requirements.

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Program the complete vehicle with the correct software. This software will not be available until July 2023. This bulletin will be updated when the software becomes available.

In the interim, BMW has devised a separate temporary procedure listed below for vehicles prior to customer delivery.

## PROCEDURE

Example below: Wireless Charging Tray with either the BMW Key Card or a telephone with the Digital Key activated.



For vehicles, prior to handover to a customer:



a. Remove the digital key (BMW Key Card) from the vehicle.


Card for an M model shown; cards for non-M models are similar.

b. The current BMW Key Card must be destroyed or damaged, and disposed of.

c. Before vehicle delivery to the customer, the customer must sign the form to confirm that the use of the WCA has been temporarily restricted. The corresponding form is an attachment to this<sup>[1]</sup> SIB and/or included in the vehicle glovebox.

**Note:** Vehicles fixed at the VDC will have another campaign on it (8510035000). This is a reminder to have  
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not prevent you from selling the vehicle.

| Stop Sale | Stop Code | Defect Code | Defect Description                           | Bulletin Number | Recall Number | Remedy Status   | Campaign Status |
|-----------|-----------|-------------|--|-----------------|---------------|---|-----------------|
|           |           | 8510035000  | B840123 Digital Key: Customer must sign form |                 |               |  | 00-Open         |

**DO NOT** order a replacement Keycard until instructed to do so in the future.

**For customers who have previously taken delivery of a vehicle:**

No further steps are required until the final software solution is available.

## **CLAIM INFORMATION**

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

|                     |                   |   |
|---------------------|-------------------|---|
| <b>Defect Code:</b> | <b>0084220200</b> | <b>F9x G08 G1x G29 G42 G87 Program control units (wireless charging tray Digital Key)</b> |
|---------------------|-------------------|---|

**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 73 867       | Remove BMW Digital Key  | 3 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 |
|----------|-----------------|-------------------------|-----------------|
| # 2      | 00 73 280       | Remove BMW Digital Key  | 5 FRU           |

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: B84 01 23 WP 1), unless otherwise required by State law.

## **Reimbursement of Prior Customer-Pay Repairs (TREAD Act)**

Based on the issue and 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.

## **FEEDBACK REGARDING THIS BULLETIN**

|                    |   |
|--------------------|---|
| Technical Feedback | To submit feedback for the technical topic 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 B840123\\_23V-099\\_customer\\_letter\\_delivery.pdf](#)

[picture\\_as\\_pdf B840123 Recall Notice.pdf](#)

[picture\\_as\\_pdf B840123\\_23V-099-DigitalKey-FAQ-\(17Feb2023\).pdf](#)



## **NON-COMPLIANCE RECALL NOTICE**

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

RE: Recall 23V-xxx: Digital Key – B84 01 23

BMW AG has issued a Delivery Stop (effective February 9, 2023) on certain Model Year 2022 – 2023 BMW vehicles that were produced between June 29, 2022 and February 16, 2023.

As of February 17, 2023, this delivery stop 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.



Dear BMW Owner / Lessee:

**VIN:** \_\_\_\_\_

BMW of North America is dedicated not only to providing premium vehicles for our customers, but exceptional service as well. To ensure our vehicles are of the highest industry standards, BMW performs ongoing quality analyses throughout a model's life cycle.

### **Description of Issue**

During a recent quality analysis, it was determined that vehicle software may not make it possible for you to use the **BMW digital key card** in the way that it was intended.

### **Description of Repair**

Until the software can be corrected, the BMW digital key card has been removed from the car and the BMW digital key functions in the myBMW app have been temporarily deactivated. The vehicle can still be operated with the regular key fobs.

We will contact you when the software is available and ask you contact the service department of your authorized BMW center to arrange a service appointment. Your vehicle will then receive a software update, a new BMW digital key card, and the BMW digital key functions in the myBMW app will be reactivated. The work will be performed free of charge by your authorized BMW center.

### **Additional Information**

Should you have any questions, please contact your authorized BMW center or BMW Customer Relations and Services at 1-800-831-1117 or via email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com).

BMW remains committed to maintaining the highest level of automotive excellence, and we apologize for any inconvenience this repair may cause.

I have read and agree with the statements and accept delivery of the above referenced vehicle.

**Company**  
BMW of North America, LLC

BMW Group Company

**Mailing Address**  
PO Box 1227  
Westwood NJ 07675-1227

**Telephone**  
(800) 525-7417

**Fax**  
(201) 930-8362

**E-mail**  
CustomerRelations@  
bmwusa.com

**Internet**  
bmwusa.com

\_\_\_\_\_  
Signature BMW Owner/Lessee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name BMW Owner/Lessee

**Non-Compliance Recall**  
**23V-099**  
**Digital Key**  
**Model Year 2022-2023**  
**BMW 2 Series, 8 Series, Z4**  
**Issue Date: 02/17/2023**

**Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?**  
Model Year 2022-2023 BMW 2 Series, 8 Series, and Z4 models in the US are potentially affected.

**Q2. What is the specific issue?**  
Software in potentially affected vehicles may not recognize the removal of the digital key (key card or mobile phone) from the wireless charging tray, and therefore may not meet a Federal requirement.

**Q3. Why are other models / vehicles not included in this Non-Compliance Recall?**  
Other models have been programmed with software according 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 the most up-to-date contact and vehicle information, owners should register their vehicle at [www.bmwusa.com/myBMW](https://www.bmwusa.com/myBMW). Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can 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?**  
Potentially affected vehicles will receive a software update for free which should take about an 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 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).