



SIB 66 11 23

2023-06-09

**RECALL 23V-409: PROGRAM CONTROL UNITS (MFL)**

This Service Information Bulletin (Revision 1) replaces SI B66 11 23 **dated June 1<sup>st</sup>, 2023.**

**What's New:**

- Correction
- Procedure
- Claim information

**MODEL**

<b>E-Series</b>	<b>Model Description</b>	<b>Production Date</b>
i20	iX Sports Activity Vehicle	July 15, 2020 – May 31, 2023

**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. As of June 2, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

**SITUATION**

BMW AG is conducting a Voluntary Safety Recall (effective June 1, 2023) on some Model Year 2022 - 2024 BMW vehicles that were produced between July 15, 2020, and May 31, 2023.

When maneuvering the vehicle at low speeds and turning the steering wheel, the driver's hand could inadvertently press the Cruise Control button. Depending upon traffic and road conditions, this could reactivate/re-engage the system.

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

**CORRECTION**

Update the vehicle software with ISTA 4.41.5x or higher.

**PROCEDURE**

Determine what is the vehicle's current I-level by either using AIR or the Aftersales Workplace (AWP) application.

Program the vehicle using ISTA 4.41.5x or higher (planned release June 14, 2023, pending verification).

<b>Model</b>	<b>Target Integration level</b>
i20 (iX Sports Activity Vehicle)	<b>I020-23-03-565</b> or higher

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

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**

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## Vehicle Programming and Encoding

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.

<b>Repair Code:</b>	<b>0032450300</b>	---
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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 74 790	Programming and encoding the vehicle control units (MFL I/O button operation), includes Carrying out vehicle test <b>(00 00 556/61 21 528)</b>	9 FRU
Or:			
# 2	00 74 791	Programming and encoding the vehicle control units was performed in conjunction with <b>another campaign/repair prior to, or during this workshop visit</b> (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 74 158	Programming and encoding the vehicle control units (MFL I/O button operation), includes Carrying out vehicle test <b>(00 00 006/61 21 528)</b>	11 FRU
Or:			
# 4	00 74 159	Programming and encoding the vehicle control units was performed in conjunction with <b>another campaign/repair prior to this workshop visit</b> (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 Copyright ©2023 BMW of North America, Inc.

### Programming and Encoding – Additional Work (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 Repair 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 Repair 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.

### 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 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 B661123 Recall Notice.pdf](#)

[picture\\_as\\_pdf 23V-xyz-l20-CruiseControl-FAQ-\(01Jun2023\).pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 23V-xxx: Program Control Units (MFL) – B66 11 23

BMW AG is conducting a Voluntary Safety Recall (effective June 1, 2023) on some Model Year 2022 - 2024 BMW vehicles that were produced between July 15, 2020, and May 31, 2023.

**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.

**Safety Recall 23V-xyz  
Cruise Control  
Model Year 2022-2024  
BMW iX  
Issue Date: 6/01/2023**

**Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2022-2024 BMW iX models in the US are potentially affected.

**Q2. What is the specific issue?**  
When maneuvering the vehicle at low speeds and turning the steering wheel, the driver's hand could inadvertently press the Cruise Control button. Depending upon traffic and road conditions, this could reactivate/reengage the system. If that happened, the vehicle could unexpectedly increase in speed.

*Please note that if this occurred, the driver could immediately deactivate/disengage the system by either 1) pressing the button again, or 2) depressing the brake pedal.*

**Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models have been manufactured with different designs and specifications.

**Q4. How did BMW Group become aware of the issue?**  
BMW Group became aware of the issue through our quality control procedures.

**Q5. How will I be informed of this Safety Recall?**  
Owners of potentially affected vehicles will be notified via First Class mail 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 [bmwusa.com/dealer](http://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](http://www.bmwusa.com/myBMW). Registration is free and will give them access to other information specific for their BMW vehicle.

**Q6. How and when will my vehicle be repaired?**  
The vehicle will receive a software update for free and should take about one hour.

**Q7. 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, prior to contacting you to schedule your vehicle to have this Safety Recall performed. For the latest updates to this recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall).