

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW IB Recall In-Car/In-App Customer Notification  
**Date:** Tuesday, November 5, 2024 5:05:34 PM

Publish Date: November 5, 2024  
From: Technical Service  
Expiration Date: November 19, 2024

DCSnet Message  
**Urgent**



Subject: **BMW IB Recall In-Car/In-App Customer Notification**

For vehicles with "All Services" and "All Services Including Analysis" selected within the "Data Privacy" section of the iDrive, we have a new ability to utilize predictive analytics to monitor certain control units throughout the vehicle, including the Integrated Brake Module.

Specifically for Recall 24V-104: Integrated Brake System, beginning November 6, 2024, we can begin predicting the likelihood of a module failure and will begin sending In-Car Communications to vehicles where we identify they may experience a failure related to Recall 24V-104: Integrated Brake System.

This will prompt the customer to contact their authorized BMW Dealership immediately to get their vehicle repaired as soon as possible.

As we send In-Car Communications, we will turn the remedy status green. You may notice throughout several of the ROSS (Recall One Stop System) applications that vehicles are being identified with two different statuses:

- Status 40 – Predictive analytics monitoring is currently active in the background and the vehicle has not experienced any issues. No action is required at this time.
- Status 00 – Predictive analytics monitoring is active; the Integrated Brake Module has experienced a signal interference issue but has not failed. This vehicle should have the Integrated Brake replaced as soon as possible.

We have released SI B34 05 24 to provide an overview of the In-Car/In-App Customer Communication as well as the claiming instructions to remove these daily notifications being sent to the customer for this recall – which is to be claimed as soon as the work in SI B34 02 24 is performed.

If you have any questions, please reach out to [RecallQuestions@bmwna.com](mailto:RecallQuestions@bmwna.com).

In the event a customer requests the vehicle be towed into the center, please create the tow request using the Roadside Digital Platform located in S-Gate. If you need guidance on how to use the Roadside Digital Platform please email [Roadside.Assistance@bmwna.com](mailto:Roadside.Assistance@bmwna.com).

Thank you for your patience and understanding as we continue to work through this campaign.

Sincerely,  
Technical Service

Attachments:  
No Attachments

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel  
BMW SAV (Light Trucks), All Offering, All Region, All Areas, All Departments, All Personnel  
BMW i, All Offering, All Region, All Areas, All Departments, All Personnel  
BMW Passenger Cars, CC-All



**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** MINI IB Recall In-Car/In-App Customer Notification  
**Date:** Tuesday, November 5, 2024 5:09:55 PM

Publish Date: November 5, 2024  
From: Technical Service  
Expiration Date: November 19, 2024

DCSnet Message  
**Urgent**



Subject: **MINI IB Recall In-Car/In-App Customer Notification**

For vehicles with "All Services" and "All Services Including Analysis" selected within the "Data Privacy" section of the iDrive, we have a new ability to utilize predictive analytics to monitor certain control units throughout the vehicle, including the Integrated Brake Module.

Specifically for Recall 24V-104: Integrated Brake System, beginning November 6, 2024, we can begin predicting the likelihood of a module failure and will begin sending In-Car Communications to vehicles where we identify they may experience a failure related to Recall 24V-104: Integrated Brake System.

This will prompt the customer to contact their authorized MINI Dealership immediately to get their vehicle repaired as soon as possible.

As we send In-Car Communications, we will turn the remedy status green. You may notice throughout several of the ROSS (Recall One Stop System) applications that vehicles are being identified with two different statuses:

- Status 40 – Predictive analytics monitoring is currently active in the background and the vehicle has not experienced any issues. No action is required at this time.
- Status 00 – Predictive analytics monitoring is active; the Integrated Brake Module has experienced a signal interference issue but has not failed. This vehicle should have the Integrated Brake replaced as soon as possible.

We have released SI M34 03 24 to provide an overview of the In-Car/In-App Customer Communication as well as the claiming instructions to remove these daily notifications being sent to the customer for this recall – which is to be claimed as soon as the work in SI M34 01 24 is performed.

If you have any questions, please reach out to [RecallQuestions@bmwna.com](mailto:RecallQuestions@bmwna.com).

In the event a customer requests the vehicle be towed into the center, please create the tow request using the Roadside Digital Platform located in S-Gate. If you need guidance on how to use the Roadside Digital Platform please email [Roadside.Assistance@bmwna.com](mailto:Roadside.Assistance@bmwna.com).

Thank you for your patience and understanding as we continue to work through this campaign.

Sincerely,  
Technical Service

Attachments:  
No Attachments

Recipients: MINI Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel  
MINI Passenger Cars, CC-All

