SI B08 02 19
Recall Management

March 2019
Technical Service

IN-VEHICLE AND BMW CONNECTED APP RECALL NOTIFICATION

SITUATION

We are excited to announce the launch of BMW's in-vehicle and BMW Connected App recall notification system. The messages will not replace customer notification sent by first class mail but will be supplemental communication channels to notify customers of recalls and to encourage them to complete the repairs as soon as possible.

The messages will be sent approximately **60 days after final notification letters are mailed** to eligible vehicles that are equipped to receive in-vehicle messaging and to the BMW Connected App if the VIN is connected. The messages will be sent every 60 days until the vehicle is repaired and we receive the warranty claim for the repair.

Reminder: Please submit your claim as quickly as possible after you have completed a recall repair.

Defect Code	Recall	Description	MY	Model	Bulletin #
0016350200	18V-323	Program Control Units (Fuel Pump)	2018	F90 (M5)	B16 06 18
0051150400	17V-062	Check and Replace Dashboard	2016-2017	F48 (X1)	B51 17 17
0072760100	16V-914	Autoliv Air Bag	2016-2017	I01 (i3) I12 (i8)	B72 01 17
0072780100	16V-914	Autoliv Air Bag	2016-2017	F33 F83 (4) F07 F10 (5) F06 F12 F13 (6) F48 (X1)	B72 01 16
0072820100	17V-115	Autoliv Air Bag	2017	F33 F83 (4)	B72 02 17

TIMELINE

Please see attached **"Get Started Guide"** for more details.

ATTACHMENTS

View PDF attachment Get_Started_Guide.

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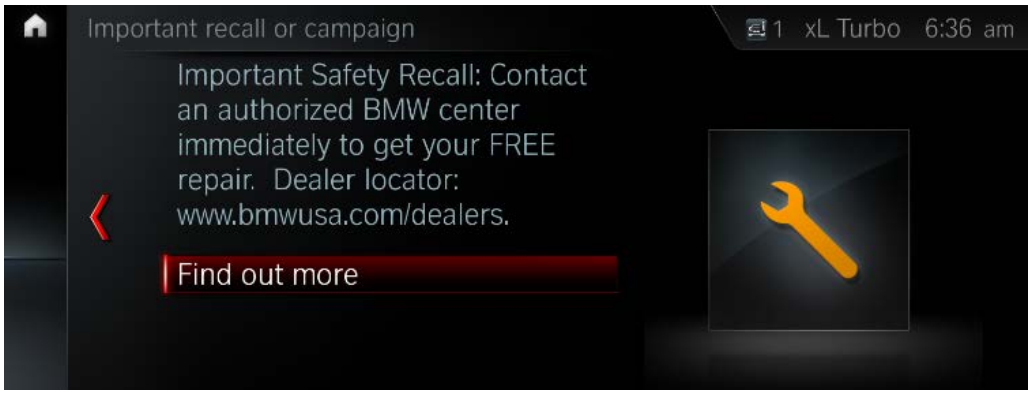
Get Started Guide: In-Vehicle and BMW Connected App Recall Notification

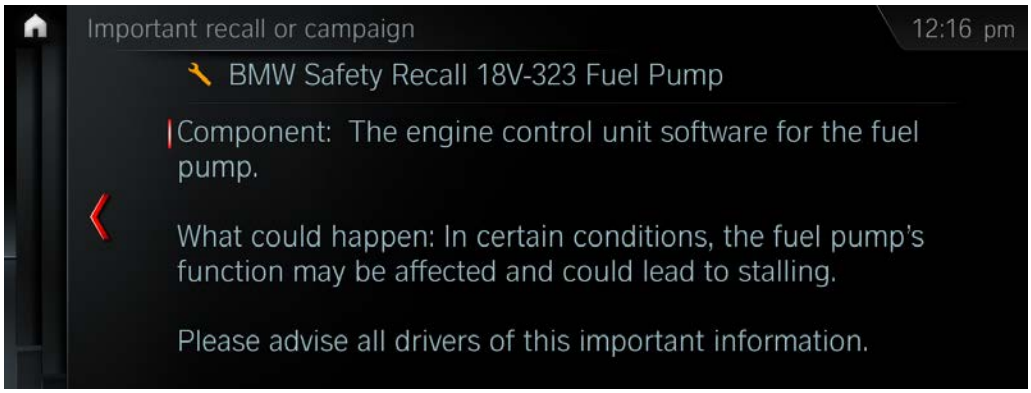
BMW's in-vehicle and BMW Connected App notification system provide additional communication channels to notify customers of recalls and to encourage them to complete the repairs as soon as possible. The in-vehicle and BMW Connected App notification system is deployed approximately 60 days after final customer notification letters have been mailed for vehicles that still need the repair.

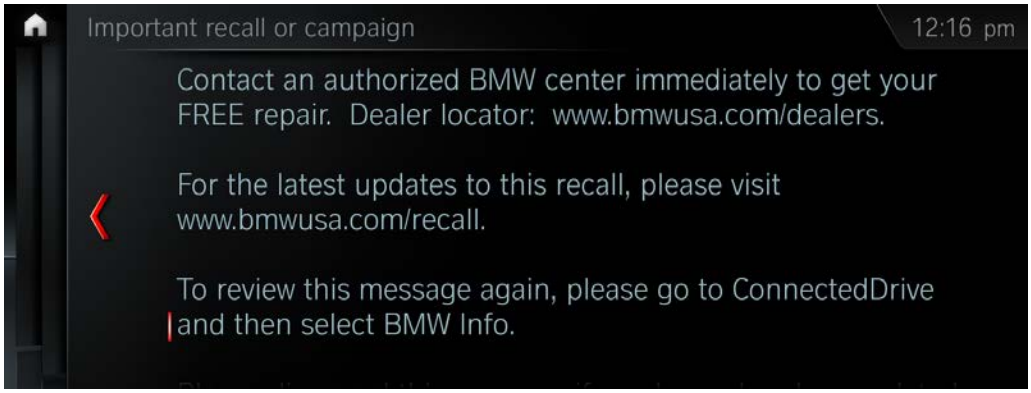
The first notification in the vehicle will be a prominent pop-up message as shown below. The pop-up notification appears soon after vehicle startup, and will appear at subsequent startups, until the customer clicks the "Find out more" button. Additional pop-ups will appear at start up approximately every 60 days until the vehicle is repaired and the warranty claim has been submitted.

Pop-up example:

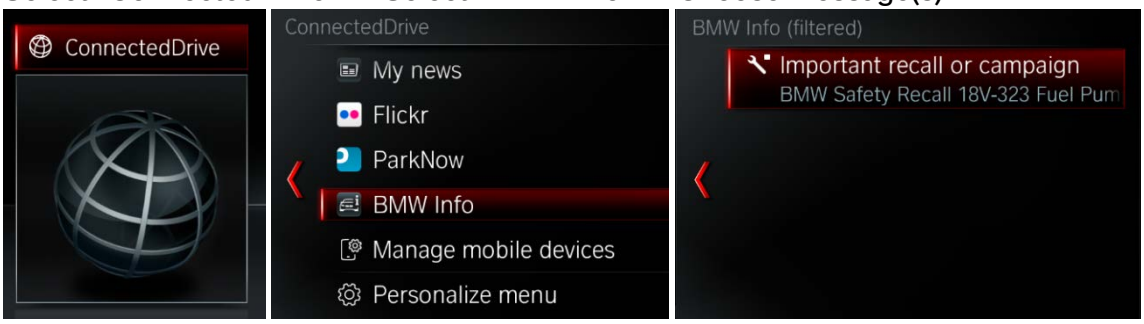


Message example:

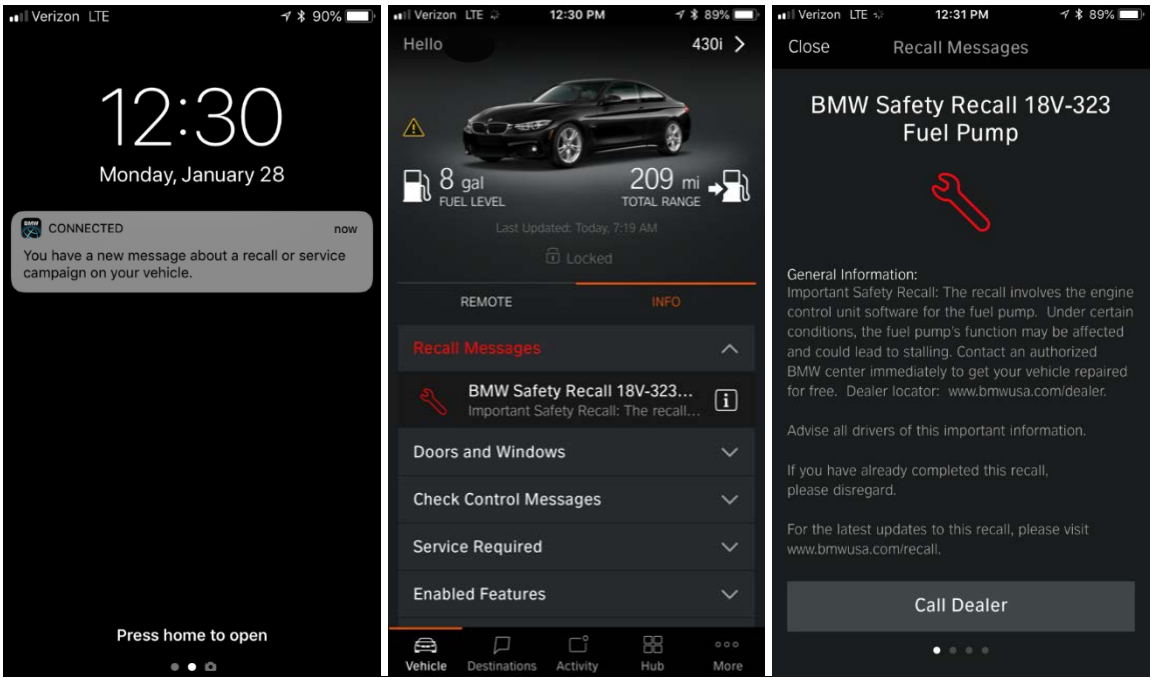




After the “Find out more” button is selected, the pop up will no longer appear until the next 60 day cycle but the notification will still be available.
Select “ConnectedDrive” → Select “BMW Info” → Choose Message(s).



The in-vehicle message and the BMW Connected App message will be identical and sent at the same time. Here is an example of what the App will show.



You can always go to the

tab and select the Recalls box and this will take you to the www.bmwusa.com/recall page to see if there are other open recalls on the Vehicle.

Frequently Asked Questions

1. **Will messages only be sent to customer vehicles, or also to vehicles in dealer inventory?** Messages will be sent after final notification is issued to all eligible vehicles equipped with in-vehicle messaging that have an open recall. Please ensure you are repairing inventory, sales demos, and loaners quickly to avoid these messages popping up during test drives or when a customer has a service loaner.

2. **Our dealership has already performed the repair, but the customer is seeing the message in the vehicle. How can the message be removed?** Messages will be removed within a few days after a warranty claim for the recall repair claim is submitted to BMW.

3. **Which vehicles are able to receive notifications?** Eligible vehicles starting with Model Year 2016 and newer equipped with iDrive 5.0 or iDrive 6.0 are able to receive notifications. See models listed below. Current iDrive 7.0 vehicles are not eligible to receive messages.

F22, F23, F45 (2 Series), F87 (M2)	F06, F12, F13 (6 Series incl. M)	F25 (X3)	I01 (i3)
F30, F31, F34, (3 Series), F80 (M3)	G12 (7 Series incl. PHEV)	F26 (X4)	I12 (i8), I15 (i8 Roadster)
F32, F33, F36 (4 Series), F82 & F83 (M4)	F48 (X1)	F15 (X5), F85 (X5 M)	
G30 (5 Series incl. PHEV), F90 (M5)	F39 (X2)	F16 (X6), F86 (X6 M)	

4. **What type of messages will be sent?** The messages will be for safety, non-compliance or emissions recalls.

5. **When will the messages be sent to customers?** Messages will be sent to eligible equipped vehicles approximately 60 days after the final customer letters have been mailed. In the unlikely event a recall is issued with a "stop drive", an in-vehicle message will be sent immediately.

6. **Can you read these messages while driving?** The pop-up can be read, but the full message cannot be read unless the vehicle is stationary.

7. **Will customers see every open recall on their vehicle in the vehicle or on the BMW Connected App?** No, this is meant to notify the customer that they can start scheduling an appointment which may take some time after a recall is launched. Customers would have to go to www.bmwusa.com/recall to see all open recalls on their vehicle.