

**SUBJECT****Customer Care Package: Software Update****MODEL**

I01 (i3 and i3 REx)

Produced to 06/16/2014

**SITUATION**

Through our quality control processes and customers' feedback, BMW has become aware of some intermittent, software-related deficiencies of Model Year 2014 BMW i3 vehicles.

Specifically:

- On i3 REx vehicles, the Check Engine Light (CEL) may be illuminated without relevant faults stored. The CEL is not accompanied by any drivability, functionality, or emissions-related problems.
- On i3 BEV vehicles, the A/C system stops cooling the interior with the fault code 801130 (Heat Pump – general malfunction) stored in the IHKA module.

**CAUSE**

Software error

**SOLUTION**

To enhance i3 driving experiences and reduce the number of customer complaints, BMW has decided to launch a preventive action called the “Customer Care Package: Software Update” to reprogram all affected vehicles in customers' possession and prior to delivery.

All affected vehicles will be reprogrammed with the software patch (target integration I001-03-506) via IRAP programming sessions.

**It is mandatory that prior to the IRAP programming, the vehicle's integration level be checked and reprogrammed with the latest version of ISTA/P (2.52.5) to the level I001-03-505, if required.**

Starting Monday, July 7, the Customer Relations department will be calling BMW i3 drivers of affected vehicles, advising them to schedule an appointment with their authorized BMW i3 center (copy of the “Customer Care Software Package: Q & A” is attached).

Also, make sure that all i3 vehicles in your inventory receive the benefits of the Customer Care Software Update, prior to delivery.

**PROCEDURE**

**Only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information may be found in REP 61 00... Observe safety instructions when handling electric vehicles.**

**Note:** Perform a key read and press the ISPA Light application's “Print vehicle key data” button at the lower left side.

The “Vehicle key data” print-ready version (screen view) and the printed version of this document will display the

vehicle's current integration level in the "Software integration" section.

1. If necessary, perform a vehicle identification using ISTA/D to determine vehicle's integration level.
2. The desired integration level should be **I001-14-03-505**.

If the integration level is **lower than I001-14-03-505**, reprogram the vehicle using the latest version of ISTA/P (2.52.5).

3. Submit a PuMA case titled "**I01Customer Care.**"

Following the PuMA case, an **IRAP session will be requested** in order to reprogram the vehicle with the necessary software.

When the next software update (I-level I001-14-07-503) is released via ISTA/P, this SIB will be updated accordingly.

#### WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty.

<b>Defect Code:</b>	<b>10 42 31 59 00</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
and		
61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high-voltage charging unit)
and		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)
and		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery to EME")
or		
61 21 529	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery to EME") (luggage compartment service panel removed)

Labor operation code 00 00 006 is a main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

If control module(s) fail to reprogram or initializations are required, the additional work must be claimed using separate labor operations found in KSD2 under the defect code listed above.

**ATTACHMENTS**

View PDF attachment [\*\*B121114 i3 Customer Care Package Software Q&A.\*\*](#)

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