



PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

SUBJECT

Service Action: Customer Care Package Software Update

MODEL

I01 (i3 and i3 REx)

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.

AFFECTED VEHICLES

This Service Action involves certain I01, i3 and i3 REx vehicles within VIN range VX63837-V272700.

First check if a Service Action label with a code number **693** is already attached to the A-pillar.

If a code number **693** has been punched out, the Campaign has already been performed and no further action is necessary.

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

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.

Program and code the entire vehicle using the latest version of ISTA/P (2.53.3 or higher). Target integration level I001-14-07-503, or higher

Note: ISTA/P 2.53.3 was released as an online update to all centers on Saturday, July 26, 2014. ISTA/P 3.53.3 for ISPI NEXT centers will be released at the end of July, 2014 (no later than 08/01/14).

Note that ISTA/P 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](#)).

For information on programming and coding with ISTA/P, refer to Centernet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

LABEL INSTRUCTIONS



This Service Action has been assigned code number **693**. After the vehicle has been checked and/or corrected, obtain a label (SD 92-439) and:

- A. Emboss your BMW center warranty number in the middle of the label (1);
- B. Punch out code number **693** (2), printed on the label; and
- C. Affix the label to the A-pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one because a number from an underlying label could appear in the punched-out hole of the new label.

WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information.

Defect Code:	00 12 78 03 00	
Labor Operation:	Labor Allowance:	Description:
00 62 700	1 FRU	Programming and coding in conjunction with another campaign or repair (vehicle is already at the specified "Target" integration level or higher; no repair is necessary)
Or		
00 62 701	10 FRU	Program and code control units (includes connecting an approved battery charger/power supply and performing a vehicle test)

Labor operation codes 00 61 700 and 00 62 701 are both Plus labor operations.

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.

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