



SUBJECT

Neck Warmer Not Working

MODEL

F33 (4 Series Convertible)

Produced between October 31, 2013 and July 2, 2014

With option 4NH (Neck Warmer); 4NH is included in CWP (Cold Weather Package)

SITUATION

The neck warmer function (NWR) is not working and the LEDs in the NWR control element do not light up. The neck warmer functions properly after switching the ignition off and on again.

SMFA (Seat Module Drivers) fault code E44C21: "LIN bus: Neck warmer control unit does not function" is stored.

Note: For the first time, the neck warmer is available as optional equipment (SA4NH) in the Convertible.

The neck warmer reduces cold drafts that a customer feels on his or her neck when driving with the roof open. Warm air is guided over the seat. The operation differs depending on whether the roof is open or closed.

CAUSE

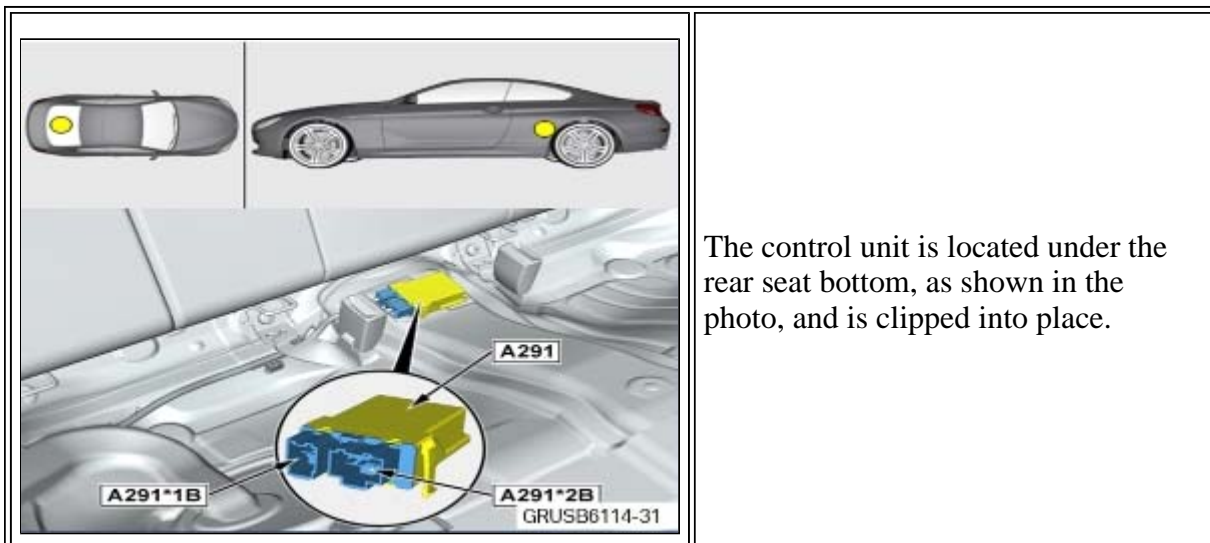
Neck warmer software application error

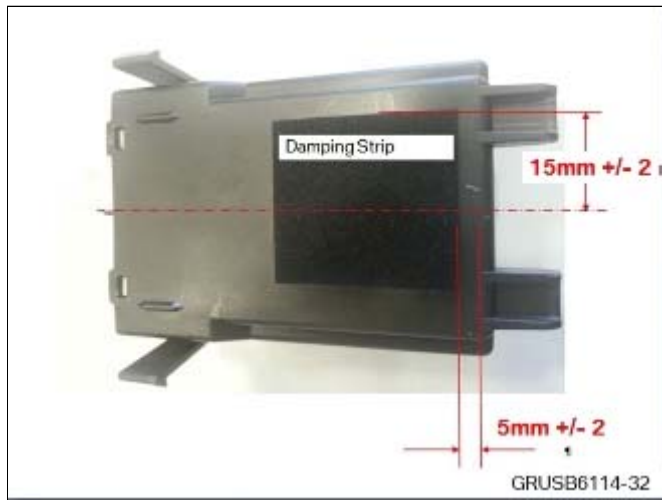
CORRECTION

Replace the neck warmer control unit along with the damping strip (the damping strip prevents rattling noises from occurring after replacement of the module).

PROCEDURE

1. Perform a vehicle test and confirm that fault code E44C21 is stored. If so, continue to the next step. If other faults are stored related to the driver's seat, complete the corresponding test plans linked to those faults.
2. Replace the NWR control unit.





Prior to installing the new control unit, install a damping strip (self-sticking) onto the back side of the control unit in the position as shown.

3. Program the control unit using ISTA/P 2.53.0/3.53.0 or higher.

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software. For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

Always connect a BMW approved battery charger/power supply (SI B04 23 10) when performing diagnosis.

PARTS INFORMATION

Part Number	Description	Quantity
16 11 7 297 318	Damping strip (30 mm x 30 mm)	1
61 35 7 413 686	Control unit for neck heater (warmer)	1

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty or the BMW Certified Pre-Owned Program.

Defect Code:	61 38 30 12 00	
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
and		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")
and		
61 35 941*	2 FRU	Replacing the neck warmer control unit

and		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)

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.

*Labor operation code 61 35 941 will be available in KSD2 with the July 2014 release.

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.

Other Repairs

If performing ISTA diagnostics and related test plans results in other eligible and covered work, claim this work with the applicable defect code and/or labor operations listed in KSD2.

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