



This Service Information bulletin supersedes SI B01 06 13 **dated November 2014.**

NEW designates changes to this revision

SUBJECT

NEW 60-Day Bundling of Maintenance Services for Customer Satisfaction

MODEL

All

NEW SITUATION

The vehicle's Condition Based Service (CBS) system uses several factors/thresholds to determine when a vehicle's service is due. This can create a situation where a vehicle has to return soon after a recent workshop visit because an engine oil service or vehicle check shows "Due."

To help minimize return visits to your workshop and increase customer satisfaction, all maintenance services can now be bundled if they are within the following parameters:

- Engine Oil Service: 60 days or 2,001 miles
- Vehicle Check: 60 days or 2,001 miles
- Brake Fluid: 16 weeks
- Brake Pads (Front and Rear, with disc replacements when necessary): 2,500 miles
- Spark Plugs: Combined with engine oil
- Intake Silencer: Combined with engine oil

If one or more services can be bundled according to the information above, please perform the service operation. Note the information on the repair order and claim comments when submitting the claim for payment.

This bulletin provides a procedure to help minimize these situations by providing you with a "time-based service window" calculation, enabling you perform these services on eligible vehicles.

Engine Oil and Vehicle Check Service Tasks

The vehicle's Condition Based Service system uses the following factors/thresholds to calculate service tasks' intervals and the corresponding countdown period:

- Time (Date: mm.yyyy), and/or
- Mileage (fuel consumption)

When the vehicle does not accumulate enough mileage, the CBS time-based interval (factor/threshold) takes over.

The time-based interval's "mm.yyyy" is a "hard" date; these services will only display "Due" once this date threshold is reached or surpassed. This is unlike the mileage-based interval, which has a 2,001-mile "service window" built in at the end when these services can be performed.

PROCEDURE

Effective immediately - For the engine oil and vehicle check service tasks:

- When the “Remaining/Due in” mileage is greater than 2,001 miles (Include range), and the
- Engine oil and/or Vehicle check will be “Due” within the next two months (60 days)

Perform the service(s) and reset the CBS data even though the “Service status” field is not displaying “Recommended” or “Due.”

Note: This “time-based service window” **has been increased to 60 days from 30 days**, as previously stated in the prior version of this bulletin.

Engine Oil Service: Repair date example of 09/3/2014

- **NEW** Convert your repair date into its “mm.yyyy” format (9.2014), and
- **NEW** Compare it to the vehicle’s CBS “Date” factor/threshold displaying in the Key Reader/ISPA Light application.

Service task	Service status	Service counter	Remaining/Due in	Include range
Engine oil		1	11.2014 / 2,500 mi	2,001 mi

If the service is:

- Not “Recommended” or “Due” by mileage, and the
- “Date” difference is two months or less, for example: 9.2014 vs. 11.2014, then
- Perform the service(s) and reset the CBS data.

The engine oil service’s “mm.yyyy” date reference is based on either a:

- 12-month, or
- 24-month interval

The vehicle check service’s “mm.yyyy” date reference is based on a:

- 48-month interval.

Note: For the annual low-mileage engine oil change procedure for vehicles which have a **24-month oil service interval only**, please refer to [SI B01 04 10](#).

VEHICLE ONBOARD TIME/DATE ACCURACY

If a vehicle’s onboard time/date is incorrectly set, this will affect the accuracy of “date-dependent” service task intervals.

Always confirm that the vehicle’s “onboard” time/date is correct, especially the year (yyyy), prior to performing any maintenance service tasks. This can be done in ISPA Light by verifying that the “Last key update” date and time information is accurate. This “date and time stamp” information is based on the vehicle’s “onboard” time/date.



If you have to correct the vehicle's "onboard" time/date, please be sure to operate the vehicle locally for a short distance to re-update the vehicle's CBS data and perform a new Key Read upon its return to your center. Refer to [SI B00 07 06](#).

ADD-ON REPAIR DOCUMENTATION

As outlined in the procedure above, when the engine oil and/or vehicle check service is correctly performed as a "time-base interval," this repair is not considered an "add-on."

The BMW "add-on" repair documentation policy still applies to all other repairs.

INFORMATION

The Key Reader/ISPA Light application generally displays a vehicle's Condition Based Service (CBS) maintenance service tasks and their statuses as follows:

Service Data (CBS)

Service task	Service status	Service counter	Remaining or Due in	Include range
Standard scope	N/A	0	N/A	N/A
Engine oil		1, 2, 3, etc..	mm.yyyy / ##,##0 mi	2,001 mi
Vehicle check		1, 2, etc.	mm.yyyy / ##,##0 mi	2,001 mi
Spark plugs		Combined	mm.yyyy	
Intake silencer		Combined	mm.yyyy	
Brake fluid		1, 2, etc.	mm.yyyy	112 days
Front brake		1, 2, etc	##,##0 mi	2,500 mi
Rear brake		1, 2, etc	##,##0 mi	2,500 mi
Microfilter		Combined	mm.yyyy	

Service Tasks

This column lists the applicable CBS maintenance-related service tasks.

Service Status

The “Service status” field will display “Recommended” and/or “Due,” except for the “Standard scope,” when the vehicle reaches the corresponding factor/threshold which applies, “mm.yyyy” or mileage.

Service Counter

This field identifies the service tasks:

- Current “iteration” (number), or if it is
- Combined with another service task.

This mainly applies to the engine oil service, since a number of tasks is “combined” to a specific engine oil service counter number.

Remaining or Due in (mm.yyyy)

This is the “month and year” the service task(s) will become “Due” to be performed. This is either a stand-alone value or replaces the corresponding mileage-based value when applicable.

The displayed “mm.yyyy” is calculated based on a 12, 24 or 36-month interval, as follows:

- Service counter “1” interval starts from the vehicle’s production date.
- Service counter “2 and higher” interval starts from the date of the task’s last CBS reset.

Remaining or Due in (Miles)

This is the “total” miles remaining before the service task needs to be performed.

Include Range

The “Include range” is the CBS, Key Reader and ISPA Light application’s built-in “service window” when the corresponding service can be performed.

Typically, at the beginning of the “service window,” these services will be identified as “Recommended,” transitioning to “Due” as the service interval continues to count down.

Include Range – Miles

This is the mileage-based service window at the end of the service interval when the service task can be performed.

Include Range – Brake Fluid (Days)

This is the time-based service window at the end of the brake fluid service interval when this service task can be performed.

MAINTENANCE PROGRAM INFORMATION

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