



This Service Information bulletin supersedes SI B07 06 08 **dated August 2010**.

NEW designates changes to this revision

SUBJECT

Diagnosis Feedback with ISTA

MODEL

All

SITUATION

With the introduction of the ISTA (Integrated Service Technical Application) workshop system, Diagnosis Feedback is an integral part of the system to ensure that incorrect or missing diagnostic content can be reported.

NEW CAUSE

Diagnosis feedback regarding faults with test plans, wiring diagrams and repair manuals should be reported via the diagnostic feedback button in ISTA.

PROCEDURE

NEW With the introduction of ISTA D3.45 or higher, the diagnosis feedback entry form has been improved in ISTA. This makes it easy for the technician to submit feedback.

1. **NEW** To submit diagnosis feedback from within ISTA, select the diagnosis feedback icon (envelope) from the top status bar.
2. **NEW** Once the feedback screen appears, fill in all the fields using the on-screen keyboard:
 - **NEW** Technician name
 - **NEW** Telephone number
 - **NEW** Email address (in case follow-up is needed); BMW is now responding with an email message stating that your feedback is received and will be processed at once. If you do not provide a name and valid email address, you will not receive this notification.
 - **NEW** The feedback can then be classified using the drop-down menus to select the appropriate area where the fault occurred in ISTA. Refer to the attachment for an example entry.
 - **NEW** The “Complaint” field may pre-populate with the test plan name and number. If it does not, please provide this, along with the test step in which the error occurred.
 - Use the remainder of the “Complaint” field to describe the problem in as much detail as possible. In some cases, a screenshot can help clarify the problem. All screenshots can be sent to diagnosis.feedback@bmwna.com, along with the VIN and brief description of the error.
 - After filling out the form, the information is saved by selecting OK. You will then return to the screen in diagnosis where you left off.
 - The feedback will be transmitted via FASTA at the end of diagnosis, when the session is terminated.
 - Diagnosis feedback can also be submitted directly to diagnosis.feedback@bmwna.com, but the procedure outlined in this document from within ISTA is the preferred method.
 - Thanks for participating in this improvement process.

A complete listing of the fixes included with each ISTA version can now be accessed and searched from the BMW TIS website under the “Diagnosis Feedback” section. These lists will be updated on an as-needed basis.

For feedback about technical problems in the ISTA workshop system that are not related to the diagnostic content, but rather are caused by an IT problem, a callback ticket should be opened.

NEW WARRANTY INFORMATION

Not applicable.

ATTACHMENTS

View PDF attachment [B070608 Example](#).

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