



Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

#### SUBJECT

**SERVICE ACTION: Active Cruise Control will not engage**

#### MODEL

F25 (X3)

Vehicles produced from December 9, 2010 to July 31, 2012.

#### SITUATION

Active Cruise Control will not engage.

#### AFFECTED VEHICLES

This Service Action involves F25 (X3) produced from December 9, 2010 to July 31, 2012.

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.

#### CORRECTION

Instrument cluster must be reprogrammed using ISTA/P V3.56.2 (F025-15-07-502) or higher software.

#### PROCEDURE

Follow the steps below to correct the situation:

1. Connect the vehicle to ISTA/P.
2. Program and encode the complete vehicle using ISTA/P 3.56.2 or higher.

**Always connect a BMW approved battery charger / power supply**([SI B04 23 10](#)).

#### WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>00 62 38 01 00</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
		Programming and encoding was

00 63 659	1 FRU	performed previously in conjunction with another campaign or repair (vehicle is already at the specified “Target” integration level or higher, no repair is necessary) (Plus work)
Or:		
00 63 660	8 FRU	Program and encode control units (includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work)

### Vehicle Programming and Encoding

If a control module was working properly and it fails to program correctly or requires initialization, please claim this additional work with the applicable KSD2 labor operations under the defect code listed above.

The diagnosis and repair of vehicles “arriving” with failed control modules or stored faults which will cause them to fail during programming cannot be claimed under the defect code listed in this bulletin.

### Other Repairs

If other eligible and covered work is performed “prior” to programming and coding the vehicle, claim this work with the applicable defect code and labor operations listed in KSD2.

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