



PILOT PROGRAM: IRAP CONTROL UNIT RECOVERY

MODEL

All

SITUATION

Control module failures during programming for unrelated repairs causing control unit replacement

CAUSE

1. Possible hardware issues
2. Possible network issues at the center
3. Possible equipment issues at center. Ex. icoms or Ethernet cables
4. Possible aftermarket battery chargers
5. Possible ISTA/P issues
6. Possible bus/communication issues within the vehicle

CORRECTION

Head units fail for one of two reasons:

1. While being re-programmed after performing a different repair.
2. The primary failure is the head unit itself. In other words the vehicle is in the workshop because the head unit failed.

When the unit fails as a result of reason 1 please follow the procedure below. In cases where the head unit itself failed please do not. See examples for clarity.

Situation 1: "Contact IRAP"

For example: A vehicle is in your workshop for a VANOS repair and the repair instructions require the vehicle to reprogram, in turn, this causes the head unit (PN 65 12 9 325 978) to crash during this procedure.

Please open a PuMA Case for an IRAP session if the part number is listed in "Parts Information" located below.

Situation 2: "Do not contact IRAP"

For example: A vehicle is in your workshop for a head unit (PN 65 12 9 325 978) failure, please refer to the applicable test plan and repair as necessary.

PROCEDURE

Effective with repair order/claim repair dates on or after July 10, 2017, if you encounter "Situation 1," please setup the vehicle for an IRAP session and submit a PuMA case titled "**IRAP Control Unit Recovery**," the IRAP team will attempt to recover the failed control unit.

For information on how to setup an IRAP session please refer to [SI B09 02 16](#)

If the IRAP team fails to assist in recovering the control unit, they will issue an authorization code for its replacement.

This pilot program will last through May 31 2018, during this time period, the list of eligible part numbers will be updated based on their usage.

This procedure requirement is a significant benefit to your center as it will help reduce the number of days the vehicle is down in your workshop, help reduce AMP vehicle “Length of Loan” and ultimately, with the greater repair efficiency, it will also help increase customer satisfaction.

PARTS INFORMATION

The following part numbers **require** IRAP authorization prior to being replaced as a result of programming procedure-related failure.

Part Number	Part Description
65 12 9 289 615	Remanufactured head unit high
65 12 9 325 978	Remanufactured head unit high
61 35 6 825 533	Control unit, front electronic module
61 35 7 394 649	Control unit for rear function module
61 35 9 322 532	Central gateway module

WARRANTY INFORMATION

Vehicle Programming and Coding

When ISTA/P automatically reprograms and codes all the vehicle’s control modules that “currently do not have” the latest software and if one or more control module failures occur “during” this programming procedure, for:

Situation 1: “Contact IRAP

- When “covered” under an applicable limited warranty, please claim this “consequential” control module-related repair work under the defect code for the repair that required the initial programming procedure with the applicable KSD2/AIR labor operations.

Defect Code:	MG SG XX XX XX	Defect Code that applies to the work that necessitated a vehicle programming procedure to be performed
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In conjunction with submitting an accepted PuMA Case for this repair situation, the technician administrative payment is also claimable.

Labor Operation:	Labor Allowance:	Description:
00 58 677	1 FRU	TC cost flat rate

A separate punch time for labor operation “00 58 677” is not required.

IRAP Team Prior Authorization to replace the listed Control Units

Effective with repair order/claim repair dates on or after July 10, 2017, for the part numbers listed above in this

Service Information bulletin, your center will be required to obtain prior authorization from the IRAP team to replace those that failed/crashed during vehicle reprogramming as a consequence of the main repair being performed.

Please document the “IRAP Team Authorization Code” repair order and in claim comment section.

Effective with repair order/claim repair dates on or after September 1, 2017, any claim for a programming procedure-related consequential replacement of one these control units that is submitted without a prior IRAP authorization, the claim will be subject to a refusal or debit.

Or, for:

Situation 2: “Do not” contact IRAP

Control module failures that occurred “prior” to performing a vehicle programming procedure:

- When “covered” under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in the KSD2/AIR or the applicable Service Information bulletin.

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