



N63T CCM "LOW OIL LEVEL" NOT DISPLAYED

New information provided by this revision is preceded by this symbol .

This Service Information bulletin supersedes SI B62 20 17 dated **December 2017**.

What's New:

- Changes to ISTA SW and I Level
- Same as [B11 01 18](#)

MODEL

| | | | |
|---------------------------|---------------------------|-------------------------|------------------------|
| F01, F02 (7 Series Sedan) | F06 (6 Series Gran Coupe) | F07 (550i Gran Turismo) | F12 (650i Convertible) |
| F13 (650i Coupe) | | | |

With N63TU engine produced from July, 2012 to June, 2013, and programmed to integration levels F001/F010-15-11-500 up to 19-03-500 (with an exception of integration levels 17-11-5xx).

SITUATION

Drivetrain Malfunction Warning is illuminated, and DME fault code 1C4002 (Engine oil level: too low) is stored. Customer complains that Check Control Message (Low Oil level") has never been displayed.

The engine oil level measurement test works correctly and shows low oil level when checked under Vehicle Status tab in CID.

CAUSE

Instrument cluster software error.

CORRECTION

- A. Reprogram and code vehicle with ISTA 4.16.1x, or higher.
- B. Replace the engine oil and filter.

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA.
2. Program the vehicle using ISTA 4.16.1x or higher to the indicated integration level.

| Model | Target integration level |
|-----------------------------|-------------------------------|
| F01/F02, F06, F07, F12, F13 | F001/F010-19-03-509 or higher |

- Replace the engine oil (to the correct level) and filter.

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

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

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

| Part Number | Description | Quantity |
|-----------------|---|-----------------|
| 83 21 2 365 950 | BMW Original Engine Oil 0W-30, LL01FE+ | Up to 10 liters |
| Or: | | |
| 83 21 2 449 994 | BMW Original Engine Oil 0W-30, LL01FE+ (Bulk) | Up to 10 liters |
| 11 42 7 583 220 | Oil filter | 1 |

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

| Defect Code: | 12 61 00 15 00 | |
|---------------------|------------------|--|
| Labor Operation: | Labor Allowance: | Description: |
| 00 00 006 | Refer to KSD2 | Performing "vehicle test" (with vehicle diagnosis system - checking faults) |
| Or: | | |
| 00 00 556 | Refer to KSD2 | Performing "vehicle test" (with vehicle diagnosis system - checking faults) (Plus work) |
| And: | | |
| 61 21 528 | Refer to KSD2 | Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery") |
| And: | | |
| 61 00 730 | Refer to KSD2 | Programming / encoding control unit(s) |
| And, as applicable: | | |
| 11 99 000 | 3 FRU | Replacing the engine oil (to the correct level) and filter (See the BMW Maintenance Program section below) |

If you are using a Main labor code for another repair or the labor operation for the Service - standard scope (00 00 105) is also being invoiced/claimed, use the Plus code labor operation 00 00 556 instead of 00 00 006

Refer to KSD2/AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 11 99 000 is not considered a Main labor operation. Also, since the "work time"

FRU allowance to be claimed is specified, a separate punch time is not required.

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

And:

Sublet - Bulk Materials

| | | |
|---------------|--|---|
| Sublet Code 4 | See sublet reimbursement calculation below | Reimbursement for used quantities of operating fluids, including engine oil only when it is not claimed under the BMW Maintenance Program (applicable BMW part numbers). Please do not use these part numbers for claim submission. |
|---------------|--|---|

Sublet reimbursement calculation for claiming repair-related bulk materials (BMW part numbers) is at the dealer net price for the "quantities used" plus your center's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

BMW Maintenance Program

If the vehicle has a "active" maintenance program and the "Engine oil" Service task shows "Recommended or Due" in the Service status field or it "qualifies" to be performed based on the "60-day Bundling" procedure (See [SI B01 06 13](#)), then:

- Perform the "Engine oil" Service task, and
- "Reset" the CBS data, then

Submit and claim for the engine oil and filter "part numbers" under the BMW Maintenance Program (Defect Code) instead.

Vehicle Programming and Encoding

ISTA automatically reprograms and codes all the vehicle control modules that do not have the latest software i-level. If one or more control module failures occur "during" this programming procedure:

- Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Control module failures that occurred "prior" to performing this 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 KSD2/AIR.

[Copyright ©2019 BMW of North America, Inc.]