

Service Information

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May 2019

Engine Electrical Systems

B12 19 19

Technical Service

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.

SERVICE ACTION: MY 2013 N63TU - PROGRAMMING CONTROL UNITS; LOW ENGINE OIL LEVEL CCM

MODEL

F01, F02 (7 Series Sedan) produced 07/2012 to 06/2013	F07 (5 Series Gran Turismo) produced 07/2012 to 06/2013	F12 (6 Series Convertible) produced 07/2012 to 6/2013	F13 (6 Series Coupe) produced 07/2012 to 06/2013
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AFFECTED VEHICLES

This Service Action involves 5, 6, and 7 Series vehicles equipped with N63TU engines, produced from July, 2012 to June, 2013 (1,215 cars are affected).

Vehicles which require this Service Action to be completed will show it as Open when checked either in AIR, the Service Menu of DCSnet (Dealer Communication System) or with the Key Reader.

SITUATION

On the affected vehicles, a DME software error prevents the Check Control Message (CCM) "Low Engine Oil Level" to be displayed in instrument cluster (Kombi) when the engine oil level drops below the minimum level.



Note: The oil measurement function via the I-Drive (via menu "Vehicle status") will still show a correct oil level.

The customer notification letter is attached.

CORRECTION

Program and encode the vehicle's control units with the latest ISTA version.

PROCEDURE

1. Connect battery charger and ISTA programming with version **ISTA 4.16.1x** or higher. Available as of early March, 2019.
2. Determine a Measures Plan.
3. Accept / fully work through the measures plan with the control units to be programmed/coded and, where appropriate, enabled. The target integration levels after programming should be:

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

4. Check the oil level and correct if required.

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 (refer to 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

Sublet – Bulk Materials

Part Number	Description	RO Billing Part Number	Quantity/Sublet
83 21 2 365 950	0W-30 LL01FE Engine oil 1 liter (12 x 1 Liter case)	83 21 2 365 950 (1 liter bottle)	Up to 2 Liters
Or:			
83 21 2 405 849	0W-30 LL01FE Engine oil 1 liter (209 liter drum)	83 21 2 455 135 (one-tenth liter)	Up to 2 Liters
Or:			
83 21 2 449 994	0W-30 LL01FE Engine oil 1 liter (Tanker)	83 21 2 450 384 (one-tenth liter)	Up to 2 Liters

Refer to SI [B01 09 15](#).

WARRANTY INFORMATION

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

Defect Code:	00 12 06 05 00
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The vehicle is already in the workshop for another repair that includes Main work

Work Pkg	Labor Operation:	Labor Allowance:	Description (Plus work):
# 1	00 67 922	9 FRU	Programming and encoding the control units (includes connecting an approved battery charger/power supply and performing a vehicle test) and correcting the engine oil level
Or:			
# 2	00 67 923	1 FRU	Programming and encoding was performed in conjunction with another campaign or repair (vehicle is already at the specified Target integration level or higher, no repair is necessary), only correcting the engine oil level if necessary

Or:

The vehicle arrives at your center and this Service Action shows open (No other main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation:	Labor Allowance:	Description (Main work):
# 3	00 67 315	11 FRU	Programming and encoding the control units (includes connecting an approved battery charger/power supply and performing a vehicle test) and correcting the engine oil level
Or:			
# 4	00 67 316	1 FRU	Programming and encoding was performed in conjunction with another campaign or repair (vehicle is already at the specified Target integration level or higher, no repair is necessary), only correcting the engine oil level if necessary

And, as needed:

Sublet – Bulk Materials

Sublet Code 4	Up to 21.00	Reimbursement for used quantity of engine oil (applicable BMW part number, up to two liters). Do not use part number for claim submission
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Sublet reimbursement calculation for the used quantity (up to two liters of engine oil using the applicable BMW part number for tanker, drum or bottle container) is at the dealer net price for the quantity 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.

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B12 19 19 WP 1).

Vehicle Programming and Encoding (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which 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 AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For 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 (including diagnosis) in AIR.

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI **B01 29 16** for additional information.

Attachment: Customer notification letter

BMW



May 2019

Dear BMW Owner / Lessee:

VIN: xxxxx

BMW of North America is dedicated not only to providing premium vehicles for our customers, but exceptional service as well.

Description of Issue

As part of ongoing quality analyses at BMW, it has been determined that a software link in the DME (engine control unit) is not properly working. This software link may prevent the oil level warning "under minimum" from displaying.

Description of Repair

To correct this issue, the DME control unit will be reprogrammed.

We kindly request that you contact the service department of your authorized BMW center at your earliest convenience to arrange a service appointment. The staff will schedule an ideal time for you to drop off the vehicle and advise how long it will take to complete the repair. The work will be performed free of charge by your authorized BMW center.

Additional Information

If you are no longer the owner of this vehicle, please use the enclosed postage-paid postcard to provide us with the name and address of the new owner. If you are a lessor of this vehicle, please forward this letter to your lessee.

Should you have any questions, please contact your authorized BMW center or BMW Customer Relations and Services at 1-800-831-1117 or via email at CustomerRelations@bmwusa.com.

BMW remains committed to maintaining the highest level of automotive excellence, and we apologize for any inconvenience this repair may cause.

Sincerely,

BMW of North America, LLC

Company

BMW of North America, LLC

BMW Group Company

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Spanish translation on back side
Traducción en español en el lado inverso