SIB 62 08 19   2019-07-31
CC MESSAGE THAT FUEL TANK IS EMPTY AND RANGE IS ZERO
WHILE THERE IS STILL FUEL

MODEL

Engineering Designation	Model Description	Production Date	Affected Option Code
G05	X5 Sports Activity Vehicle	ALL	This affects vehicles with optional equipment SA6U3 BMW Live Cockpit Professional (**MGU**)
G07	X7 SAV		
G12	7 Series Sedan		
G14	8 Series Convertible		
G15	8 Series Coupe		
G20	3 Series Sedan		
G29	Z4 Roadster		

SITUATION

The customer states that sporadically the vehicle's remaining drive range is displayed as 0 miles, even though the fuel level indicator (aka gas gauge) still indicates that there is sufficient fuel in the tank.

There is also a Check Control message (CCM ID 286) displayed: "range 0. Please refuel"

After the vehicle goes to sleep and restarts-
   • The display functions normally
   • The correct remaining range is displayed

CAUSE

Software error in the instrument cluster.

CORRECTION

Program the vehicle with ISTA V4.20.1x to S18A-19-11-510.

PROCEDURE

Perform a diagnostic quick test to obtain the I-level.

   • If the **I-level is S18A-19-11-510 or lower**, program the vehicle with ISTA 4.20.1x or higher SW.
        ◦ ISTA 4.20.1x **estimated to be available mid-October 2019**, pending verification
   • If the **I-Level is S18A-19-11-510 or higher**, perform standard troubleshooting. This bulletin does not apply.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10) **when performing programming.**

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

WARRANTY INFORMATION

When the BMW software solution becomes available (as noted above), the following repair is 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:	6211291800	Average fuel consumption (instrument cluster) incorrect/incomplete display
Labor Operation:	**Labor Allowance:**	**Description:**
00 00 006	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)
And		
61 21 528:	Refer to AIR	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

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

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.

Programming and Encoding - Vehicle Control Units

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.