SIB 61 19 19   2019-10-25
WINDOWS WON'T OPERATE WITH DOORS OPEN, AND WHILE USING
THE DIGITAL KEY/CARD

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	
G07	X7 Sports Activity Vehicle	
G14	8 Series Convertible	From start of production.
G15	8 Series Coupe	
G20	3 Series Sedan	
G29	Z4 Roadster	
G12	7 Series Sedan	Produced from March 1st, 2019

SITUATION

The customer complains that none of the windows will operate while any door is open. This only happens when the BMW Digital Key (Smart Phone) or Key Card are placed on the wireless charging tray in the center console.

CAUSE

Software error in the Body Domain Controller (BDC).

CORRECTION

Update the vehicle's software.

PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.

2. Is the vehicle current integration level (I-level) up to- ?

Model	Target integration level
X5 Sports Activity Vehicle X7 Sports Activity Vehicle 8 Series Convertible 8 Series Coupe 3 Series Sedan Z4 Roadster	**SA18A-19-11-520**
7 Series Sedan	**SA15A-19-11-520**

YES: Do not program the vehicle and perform diagnosis with ISTA

NO: Proceed to Step 3

3. Program the vehicle using **ISTA 4.20.2** or higher (estimated availability late November 2019, pending verification).

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).

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

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

If you have this situation, update the vehicle to the current available I-level by performing and submitting for one of these open Technical Campaigns. Please be sure to also perform any other additional work as required by the campaign. Lastly, close any remaining open programming and encoding Technical Campaign repairs on the vehicle.

To close, invoice and claim the applicable Technical Campaign repair Defect Code(s) together with the corresponding special labor operation that identifies the vehicle is or will be at the specified Target integration level or higher as part of another campaign or repair.

If there aren't any programming and encoding Technical Campaign repairs open and the vehicle's current I-level is below the Target I-level of SA18A-19-11-520 or SA15A-19-11-520 as applicable, then submit as follows:

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:	6138270200	BDC Body Domain Controller Software error/internal equipment fault	
Labor Operation	**Description**		**Labor Allowance**
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)		Refer to AIR
Or:			
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)		Refer to AIR
And:			
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)		Refer to AIR
And, as necessary:			
61 00 006	Performing vehicle diagnosis – test module		Work time (WT)
And:			
61 00 730	Programming/encoding control unit(s)		Refer to AIR

Labor operation code 00 00 006 is a Main labor operation. 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.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

Vehicle Programming and Encoding (RO and Claim Comments Required)

A. 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.

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B. 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.

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis with separate punch times).