



SIB 12 31 19

2019-12-30

DELIVERY STOP: PROGRAM CONTROL UNITS (DME)

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.

This Service Information Bulletin (Revision 2) replaces SI B12 31 19 **dated December 2019**.

What's New (Specific text highlighted):

- Warranty Information

MODEL

E-Series	Model Description	Production Date	Engine
F97	X3 M Sports Activity Vehicle	March 11, 2019 – December 4, 2019	S58T
F98	X4 M Sports Activity Coupe	March 11, 2019 – December 4, 2019	S58T

AFFECTED VEHICLES

Vehicles which require this Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry. All other systems will show the stop sale starting tomorrow.

SITUATION

BMW of North America, LLC has issued a Delivery Stop (effective December 5, 2019) on certain Model Year 2020 BMW vehicles that were produced between March 2019 and December 2019.

An error in the oxygen sensor on-board diagnosis (OBD) may not properly illuminate the malfunction indicator lamp (MIL) when a fault is detected.

CAUSE

A software error in the digital motor electronics (DME)

CORRECTION

Program the vehicle with **ISTA 4.21.1x** or later.

PROCEDURE

Determine the vehicle's current I-level by using AIR or the Key reader/ISPA NEXT application:

If the I-level is lower than:

- S15A-19-11-540

Program the vehicle using ISTA 4.21.1x or higher (released December 2019):

Model	Target Integration
F97 (X3 M Sports Activity Vehicle)	S15A-19-11-540 or higher
F98 (X4 M Sports Activity Coupe)	

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 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 where the claim submission information is available, the programming and encoding procedure may only be invoiced one time.

- Update the vehicle to the required I-level (S15A-19-11-540 or higher) or higher by performing and submitting for one of these other open Technical Campaigns.
- For the repair being addressed in this Service Information Bulletin, perform Work Package # 2 or #4.
- For any other open campaign repairs, please be sure to perform any additional work (before and/or after) these repairs require and/or close the remaining programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Effective immediately: Reimbursement for this Recall will be via normal claim entry utilizing the following information below that applies:

Defect Code:	0012140500
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 829	Programming and encoding the vehicle control units to the specified Target integration level or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	8 FRU
Or:			
# 2	00 68 830	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair, either prior to or during this workshop visit (vehicle is already at the specified "Target" integration level or higher, no repair is necessary)	1 FRU

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 68 244	Programming and encoding the vehicle control units to the specified Target integration level or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	10 FRU
#4	00 68 245	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair prior to this workshop visit (vehicle is already at the specified "Target" integration level or higher, no repair is necessary)	1 FRU

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B12 31 19 WP 1), unless otherwise required by State law.

Programming and Encoding - Vehicle Control Units (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 IRAP recovery procedure (when applicable as required)/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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).