



SIM 12 03 20

2020-03-10

SERVICE ACTION: PROGRAM CONTROL UNITS (EME)

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: PROGRAM CONTROL UNITS (EME)**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
F60 PHEV	Cooper S E Countryman ALL4	April, 2017 to December, 2019	

AFFECTED VEHICLES

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 ISPA NEXT.

SITUATION

The software of the electrical machine electronics is faulty. This causes the scan tool to read out only the fault memory that was stored first so that any further faults are not displayed.

CORRECTION

Program the electrical machine electronics (EME) control unit.

The fault elimination is included from the following I-level versions:

I-level F056-20-03-524 or later (supported by ISTA 4.22.10, released early March 2020, pending verification).

Note:

It is essential that the programming is carried out using the I-level F056-20-03-524 or later.

Note:

ISTA 4.22.10 with the installed service data package is required for programming/encoding.

PROCEDURE

- Connect the battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA)
- Determine measures plan
- Accept and fully work through the measures plan with the control units to be programmed/encoded and enabled
- Follow the rework list
- Depending on the rework list, carry out a vehicle test and delete the fault memory if needed

Note:

No further system change is required after the integration of the programming in ISTA. Please check the rework list accordingly!

PARTS INFORMATION

No parts are required.

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 or higher either by performing or submitting for this or one of the other open Technical Campaigns.

When applicable, 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.

Reimbursement for this Service Action will be via normal claim entry utilizing the work package information below that applies:

Defect Code:	0012190500	
---------------------	-------------------	--

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 68 978	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 68 979	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

The vehicle arrives at your center and this Service Action 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 68 360	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)	9 FRU
Or:			
# 4	00 68 361	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	1 FRU

		"Target" integration level or higher, no repair is necessary)	
--	--	---	--

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

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: M12 03 20 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 repair work (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) 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).