SIB 62 02 20   2020-09-02
SERVICE ACTION: PROGRAM THE INSTRUMENT CLUSTER

MODEL

E-Series	Model Description	Production Date
F44	2 Series Gran Coupe	November 30, 2019 thru June 3, 2020

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.

AFFECTED VEHICLES

Affected 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.

SITUATION

The Instrument Cluster needle illumination can occasionally fail in the event of a long-term power overload. The brightness of the needle illumination is automatically regulated by a sensor in day mode and cannot be controlled by the driver using the knurled wheel.

As a redundancy, the digital display can be displayed in the center of the instrument cluster by pressing the button on the turn indicator lever. Alternatively, the digital speed can be seen in the Head-Up Display (HUD) if equipped.

Other displays (such as Check Control messages) are not affected by the fault.

CAUSE

Software error in the Instrument Cluster (aka KOMBI).

CORRECTION

Program the vehicle.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or ISPA NEXT application.

2. Is the current vehicle integration level: S18A-20-07-545 or higher?

    NO: Proceed to Step 3

    YES: Close out the Service Action

3. Program the vehicle using ISTA 4.25.1x or higher (released late August 2020).

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.

PARTS INFORMATION

Parts exchange will not provide a solution.

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.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.

Please be sure to also perform any additional work (before and/or after) the selected campaign or other campaign repairs require and/or close the remaining open 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 applicable work package information below that applies:

Defect Code:	0062500100	

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 69 883	Programming the control units (includes connecting an approved battery charger/power supply and performing a vehicle test)	8 FRU
Or:			
# 2	00 69 884	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 Service Action shows open (No other main work will be performed or claimed during this workshop visit)-

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 69 330	Programming the control units (includes connecting an approved battery charger/power supply and performing a vehicle test)	10 FRU
Or:			
# 4	00 69 331	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

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 the claim comments (For example: B62 02 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 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).

As applicable to your center, please refer to **SI B01 01 20 or B01 07 20** for claiming your diagnosis work time (WT), WT and repair explanation procedures.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

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