SIB 62 02 21   2021-06-04

HYBRID ELECTRICALLY DRIVEN MILES ARE LOST AFTER
PROGRAMMING

MODEL

E-Series	Model Description*	Affected Option Code
G01	X3 Sports Activity Vehicle	**With** 6U3 BMW LIVE Cockpit Professional
G05	X5 Sports Activity Vehicle	
G12	7 Series Sedan	
G20	3 Series Sedan	
G30	5 Series Sedan	

*Plug-in Hybrid Electric Vehicles (PHEV) only

SITUATION

The total electrically driven miles are lost/reset after the vehicle is programmed. This does **not** affect the total vehicle odometer reading.

CAUSE

Software in the instrument cluster (aka Kombi).

CORRECTION

Program the vehicle.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

Model	Integration level
G01 G12 G20	**Lower than S15A-20-07-540**
G05 G20	**Lower than S18A-20-07-540**

   YES: Proceed to Step 3
   NO: Further diagnosis with ISTA is needed

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

Model	Target Integration level
G01 G12 G20	**S15A-20-07-540 or higher**
G05 G20	**S18A-20-07-540 or higher**

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.

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PARTS INFORMATION

Parts exchange will not provide a solution.

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may 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's software to the required I-level or higher.

Please be sure to perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, or the BMW Certified Pre-Owned Program as described below.

Defect Code:	6211321800	Hybrid display in instrument cluster Incorrect/incomplete reading	
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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery		Refer to AIR
And:			
61 00 730	Programming/encoding control unit(s)		Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

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

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

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For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including diagnosis) in AIR that apply.

Based on which one applies to your center, please refer to **SI B01 01 20 or B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

QUESTIONS REGARDING THIS BULLETIN

Technical Inquiries	Submit feedback at the top of this bulletin
Warranty Inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts Inquiries	Submit an IDS ticket to the Parts Department

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