SERVICE ACTION: HOD ELECTRONICS (HANDS-ON DETECTION)
ERRONEOUS OPERATION

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.

MODEL

E-Series	Model Description	Production Date
G20	3 Series Sedan	May 11, 2018 to November 11, 2019

SITUATION

After replacing and encoding the HOD electronics (Hands-on Detection), an incorrect parameter was transferred to the HOD electronics due to a coding error.

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.
Note: Only 4 vehicles affected by this service action.

CAUSE

Under certain circumstances, incorrect parameters can generate a permanent Hands-on Signal due to ageing of the steering wheel and a humid climate.

The HOD uses a conductive layer in the steering wheel to measure the changing capacitance value between a touched and untouched steering wheel; partially from the driver's skin moisture.

CORRECTION

Update software in the Body Domain Controller (BDC).

PROCEDURE

1. Determine what is the vehicle's current I-level by either using AIR or the Key reader/ISPA NEXT application.

2. Is the current vehicle integration level **S18A-21-11-540** or higher?

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

NO: Proceed to Step 3

3. Program the vehicle using ISTA **4.33.2x** or higher (released December 2021).

Model	Target integration level
G20	**S18A-21-11-540** or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

IMPORTANT: After programming, the test module for steering wheel touch detection or the test module for the steering wheel module must be executed and the fault memory cleared.

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.

CLAIM 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 before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

As determined by the above, reimbursement for this Service Action will be via normal claim entry utilizing the work package information below that applies.

Defect Code:	0061440600	G20 Programming control units (BDC)

Vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 958	Programming and encoding the vehicle control units (BDC) (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	8 FRU
Or:			
# 2	00 71 959	Programming and encoding the vehicle control units was performed in conjunction with **another campaign/repair 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 71 386	Programming and encoding the vehicle control units (BDC) (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	10 FRU
Or:			
# 4	00 71 387	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: 61 01 22 WP 1), unless otherwise required by State law.

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.

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 the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, 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