



DELIVERY STOP: PROGRAM TELEMATICS CONTROL UNIT (WAVE 11)

This Service Information Bulletin (Revision 1) replaces SI B84 03 22 dated March 10<sup>th</sup>, 2022.

**What's New** (Specific text highlighted):

- Repair procedure added
- Warranty information added

**MODEL**

E-Series	Model Description	Production Date
I20	iX Sports Activity Vehicle	October 5, 2021 – March 2, 2022

**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.

**SITUATION**

BMW AG has issued a Delivery Stop (effective March 10, 2022) on some Model Year 2022 BMW iX vehicles that were produced between October 5, 2021 and March 2, 2022.

The vehicles navigation satellite systems requires an update.

**Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.**

**CAUSE**

Software in the Telematics Control Unit (Wave 11)

**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
I20	<b>Lower than I020-22-03-535</b>

**YES:** Proceed to Step 3

**NO:** Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.34.25 or higher (released beginning of March 15th, 2022).

Model	Target integration level
I20	<b>I020-22-03-535 or higher</b>

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 replacement will not provide a solution.

## **CLAIM INFORMATION**

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

<b>Defect Code:</b>	<b>0084930100</b>	<b>I20 Programming control units (telematics control unit)</b>
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### **Completion before the first vehicle delivery**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 72 589	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	9 FRU

### **Claim Repair Comments**

Only reference the SIB number and the work package number (#1) above performed in the RO technician notes and the claim comments, 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.

## **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