



SIB 65 18 22

2022-10-24

SERVICE ACTION: PROGRAM HEAD UNIT – COMFORT ENTRY

MODEL

E-Series	Model Description	Production Date
I20	iX Sports Activity Vehicle	July 7, 2022 – July 27, 2022

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

With I level I020-22-07-520, the customer has been provided with the “Comfort Entry” function. With this function, the seat retracts 20 mm when buckling and unbuckling to make it easier to enter and exit.

The function can be activated and deactivated in Multifunctional Display under the seat menu. In certain vehicles, the “Comfort Entry” function can neither be activated nor deactivated.

CAUSE

Unfavorable software in the Head Unit.

CORRECTION

Program the Head Unit.

PROCEDURE

Determine what is the vehicle’s current I-level by either using AIR or the Key reader/ISPA NEXT/AWP (Aftersales Workplace) applications.

- Program the vehicle to I-level I020-22-11-525 or higher using ISTA 4.38.1x or later.
- Connect the battery charger to the vehicle.
- Connect the programming system to the vehicle (ISTA 4).
- 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.**

After the programming has been fully completed, check functionality of the system.

Note: 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 (SIB 04 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:	0065900300	I20 Programming control units (Head Unit – Comfort Entry)
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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 73 624	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	9 FRU
Or:			
# 2	00 73 625	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 73 082	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	11 FRU
Or:			
# 4	00 73 083	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: B65 18 22 WP 1), unless otherwise required by State law.

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

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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 the diagnosis that applies) 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.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department