



SIB 12 10 21

2022-11-14

SERVICE ACTION: PROGRAM CONTROL UNITS (DME)

This Service Information Bulletin (Revision 2) replaces SI B12 10 21 **April, 2022**.

What's New:

- Complete SIB (changed from Standard SIB to Service Action)
- SIB title changed
- Claim information updated

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

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 Service Action on Model Year 2018 - 2022 BMW X3 xDrive30e, 330e and 530e vehicles that were produced between September 24, 2018 - August 30, 2022.

Due to an unfavorable operating point, primarily in the low-end torque range, an incorrect detection of a mixture that is too rich could happen.

As a result, an incorrect adaptation value is stored, which could lead to the risk of misfires.

CAUSE

DME Software.

CORRECTION

Program the vehicle.

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 complete vehicle with ISTA 4.38.2 (I-Level S15A-22-11-520 & S18A-22-11-527; released early Nov. 2022) 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](#)) when performing programming.

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Programming and Diagnostics / 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.

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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:	0012890500	Programming control units (DME)
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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 73 706	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	8 FRU
Or:			
# 2	00 73 707	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 73 125	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	10 FRU
Or:			
# 4	00 73 126	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: B12 10 21 WP 1), unless otherwise required by State law.

Otherwise, 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; claim described below.

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 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.

QUESTIONS 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