



SIB 61 27 22

VEHICLE KEY I-DRIVE SETTINGS MISSING

MODEL

E-Series	Model Description	Production Date
I20	iX Sports Activity Vehicle	As of SOP

SITUATION

The function of the two-button logic (first press for vehicle unlock, second press opens tailgate) is not available and cannot be activated. Two-button logic is a vehicle key feature intended to prevent unintentional operation of the tailgate.

CAUSE

Software error in the BCP (Basic Central Platform).

CORRECTION

Program the vehicle.

PROCEDURE

In the case of a customer complaint:

1. Determine the vehicle's current I-level by either using AIR or the ISPA Next/AWP (Aftersales Workplace) applications. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

Model	Integration level
I20	Lower than I020-22-11-525

YES: Proceed to Step 3.

NO: Proceed to Step 4.

3. Program the vehicle using ISTA 4.38.2x (estimated availability Nov. 7, 2022 pending verification) or higher.

Model	Integration level
I20	I020-22-11-525 or higher

4. Navigate in the I-Drive menu:

- Menu
- Vehicle apps
- Doors & windows
- Tailgate
- Key button assignment
- Tailgate button

Select option – **“Tailgate will only open if vehicle is already unlocked”**

Note: When two-button logic is activated, the vehicle must be unlocked before the tailgate can be opened by a keystroke.

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

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:	6138450200	BCP Basic Central Platform, software error / internal equipment fault
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

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, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
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, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

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.

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