



SIB 66 12 23

2023-08-24

DELIVERY STOP: HANDS-OFF OPTION MISSING

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.

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
-------------------------------------	--------------------------------

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	July 24, 2023 – August 15, 2023
G06	X6 Sports Activity Coupe	July 26, 2023 – August 14, 2023
G07	X7 Sports Activity Vehicle	July 25, 2023 – August 14, 2023
G70	7 Series Sedan including Battery Electric Vehicle (BEV)	July 26, 2023 – August 7, 2023

AFFECTED VEHICLES

Vehicles which require this Campaign to be completed will show it as “Open” when checked either in AIR, the “Service Menu” of DSCnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

SITUATION

BMW AG has issued a Delivery Stop for BMW X5, X6, X7, and 7 Series sedan vehicles that were produced between July 7, 2023 and August 15, 2023.

Usage of the Highway Assist function (option code 5AX) is not possible.

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

The Highway Assistant does not function due to a software error. The enabling token for Highway Assistant was not included in the original build. The optional “hands-free” driving capability per option code 5AX is hereby disabled/cannot be activated.

CORRECTION

Update the vehicle software with ISTA 4.42.4x or higher to load the enabling token for 5AX and activate it.

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00... “Observe safety instructions when handling electric vehicles”.

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Service Disconnect Switch and lock out) by a properly trained technician, who has a minimum HV Qualification level after completing the Technical Training Course “ST2324 High Voltage Drivetrain Systems” which as of 1/2023* includes ST1824 Alternative Drive Part 1.

Once the vehicle's HV system is disabled (the "Blitz" - lightning bolt icon is displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

* Note: As of January 2023, the HV component portion of the "ST2205 Generation 5 High-voltage class" (except for the High Voltage Battery) has been merged into "ST2324 High Voltage Drivetrain Systems".

High Voltage Battery removal and rework can **ONLY** be performed by a High-voltage Certified Technician with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle, for example:

To repair GEN4 HV battery of G05 PHEV a certification from Technical Training Course "ST2006 – SP44 HV Battery" or equivalent ST1825 – Alternative Drive Part 2 is required (or as of 1/2023 the equivalent "ST 2325 for High Voltage Battery Systems").

And-

To repair A GEN5 HV battery the Technical Training Course "ST2205 Generation 5 High-voltage class" is required or as of 1/2023* the equivalent "ST 2325 for High Voltage Battery Systems".

*Note: As of January 2023, the "ST2205 Generation 5 High-voltage stand-alone class" has been merged into "ST2324 for High Voltage Drivetrain Systems" and "ST2325 for High Voltage Battery Systems"

PROCEDURE

Determine what is the vehicle's current I-level by either using AIR or the Aftersales Workplace (AWP) application.

Program the vehicle using **ISTA 4.42.4x** or higher (released August 7, 2023).

Model	Target Integration level
G05 (X5 Sports Activity Vehicle)	S18A-23-07-535 or higher
G06 (X6 Sports Activity Coupe)	S18A-23-07-535 or higher
G07 (X7 Sports Activity Vehicle)	S18A-23-07-535 or higher
G60 (5 Series Sedan)	G070-23-07-535 or higher
G70 (7 Series Sedan)	G070-23-07-535 or higher

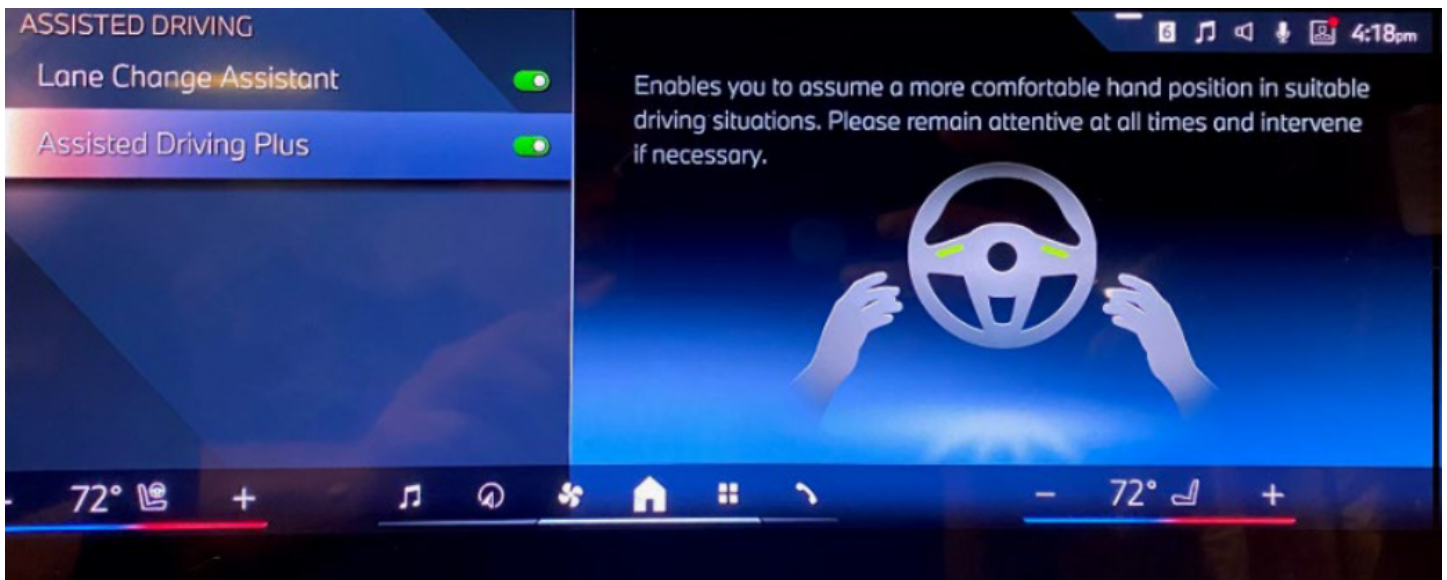
Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Check that option 5AX (Highway Assistant) is activated. In the vehicle go the following.

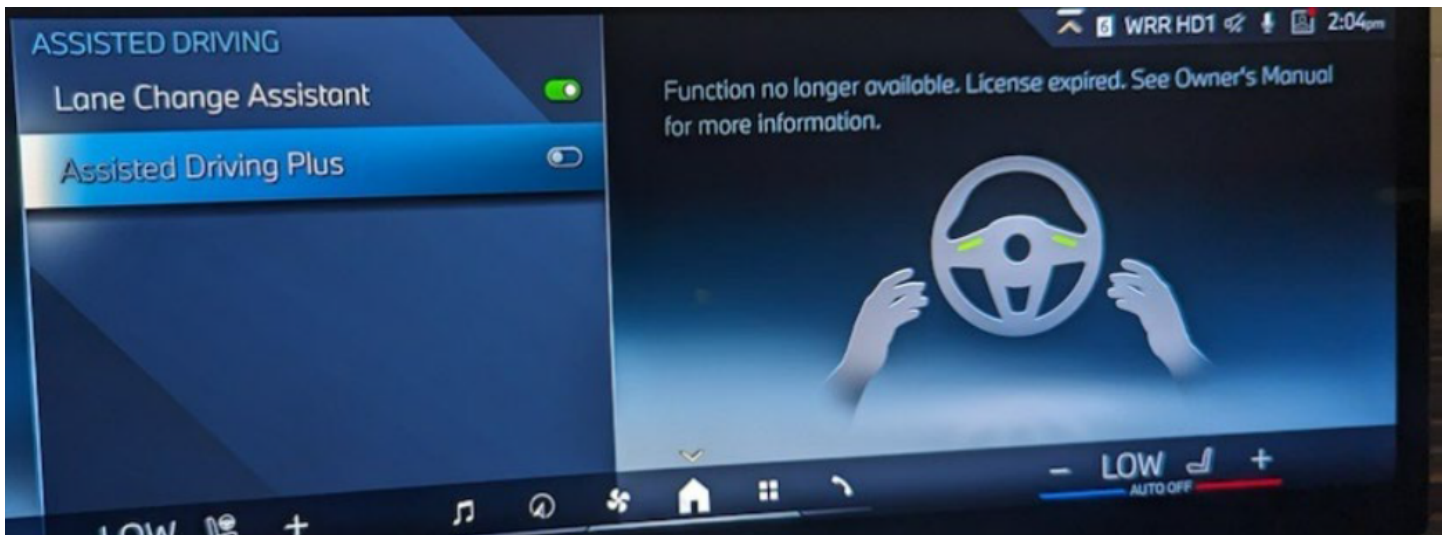
- Driving Settings
- Driver Assistance
- Driving

See below photos showing examples of 5AX activated and not activated.

Function successfully activated-



Function not successfully activated-



Important note: If the vehicle's I-level is above ...23-07-535 and still doesn't have 5AX activated, follow the below procedure.

Manually select MPAD and MPAD2 for programming and encoding under the follow tabs.

- Vehicle management
- Software update
- Advanced

Program the vehicle and test system operation.

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 DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

CLAIM INFORMATION

Vehicle Programming and Encoding

Copyright ©2023 BMW of North America, Inc.

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 Action will be via normal claim entry utilizing the work package information below that applies.

Defect Code:	0066730100
---------------------	-------------------

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 74 995	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	8 FRU
Or:			
# 2	00 74 996	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 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 74 346	Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	9 FRU (G60/G70) 10 FRU (G05/G06/G07)
Or:			
# 4	00 74 347	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: B66 12 23 WP 1), unless otherwise required by State law.

Programming and Encoding – Additional Work (RO and Claim Comments Required)
Copyright ©2023 BMW of North America, Inc.

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 Repair Code in this bulletin with the labor operations 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 Repair Code and labor operation codes (including the diagnosis*) that applies.

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

