SIB 65 42 23   2023-12-21
Service Action: Quality Measure Software Update – I20

☒	THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date
I20	iX Sports Activity Vehicle	From October 18, 2021 to October 27, 2023

AFFECTED VEHICLES

- Vehicles which require this campaign to be completed will show it as "Open" when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry

- Please make sure you check your center's inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS

- For centers that qualify, this Service Action repair is eligible to be performed via Mobile Assistance

SITUATION

Quality improvements and robustness measures are to be implemented on the affected vehicles via this software update.

The software update improves functions in the following areas of the head unit:

1. Bluetooth connection issues and Bluetooth malfunctions (disconnections)
2. Central display may remain black in rare cases
3. Personalization issues and the loss of normalization/sitting position

CAUSE

Unfavorable software in the vehicle.

CORRECTION

Program the complete vehicle.

PROCEDURE

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

Based on the vehicle's current I-level, if necessary, program the vehicle to I-level I020-23-11-542 or higher using ISTA 4.45.2x (released mid-Dec. 2023) or higher.
- 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.

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Always connect a BMW-approved battery charger/power supply (SIB 04 23 10).

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

CLAIM INFORMATION
Vehicle Programming and Encoding

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 when applicable.

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.

Repair Code:	0065500400	--

Below are the special flat rate labor operation code choices for this action.

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 75 795	Programming and encoding the vehicle control units, includes Carrying out vehicle test **(00 00 556/61 21 528)**	9 FRU
Or:			
# 2	00 75 796	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 75 228	Programming and encoding the vehicle control units, includes Carrying out vehicle test **(00 00 006/61 21 528)**	11 FRU
Or:			
# 4	00 75 229	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	1 FRU

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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 42 23 WP 1), unless otherwise required by State law.

Vehicle Programming and Encoding – Additional Work (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 Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

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 listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), 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 topic 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

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