



SIB 64 08 24

2024-07-24

DELIVERY STOP: HEATING AND AIR CONDITIONING SYSTEM

This Service Information Bulletin (Revision 2) replaces SI B64 08 24 **dated July 2024**.

What's New:

- RSU SW version added.

MODEL

E-Series	Model Description	Production Date
G09	BMW XM Sports Activity Vehicle	November 12, 2022 – June 28, 2024

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 dealer inventory as soon as possible. As of July 19, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective July 18, 2024) on certain Model Year 2023 - 2024 BMW vehicles that were produced between November 12, 2022, and June 28, 2024.

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

A software error in the automatic air conditioning control unit allows the electric auxiliary heater to keep the heating and air conditioning system awake, causing a drain on the electrical system.

CORRECTION

Program the vehicle using Remote Software Update (**RSU**), or alternately using ISTA (only if RSU is not available.)

PROCEDURE

Determine what the vehicle's current I-level is 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 S18A-24-07-535 or higher via RSU or ISTA.

Remote Software Update (RSU) is the preferred method of software installation for this Service Action. The vehicle will need to be updated to RSU software version 07.2024.40 or higher. RSU SW version 07/2024.40 is scheduled to be released September 16, 2024.

Note: RSU software levels are titled differently than I-levels, even though they are the same software. For example: RSU software 07.2024.40 is equivalent to I-Level S18A-24-07-535.

It must be checked whether the customer has already downloaded the required RSU software into the vehicle but has NOT YET installed it. In this case, programming must be carried out via RSU as described under Step 1. If the RSU software update is not available in the vehicle OR is lower than version 07.2024.40, then proceed with Step 2.

For more information, a detailed description of the procedure can be found in COMPASS in the dealer portal (COMPASS article 80383).

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For information on the Connected Drive Dealer Cockpit see [SI B84 05 19](#)

For information on Remote Software Upgrade (RSU) see [SI B09 02 20](#)

1. Program via Remote Software Update.

The processing of the technical campaign must be carried out via RSU as long as the requirements listed in Step A are met.

A. Check the available RSU version in the System Settings vehicle app.

- i. Open the System Settings vehicle app and select Remote Software Upgrade.
- ii. The version of the software that is currently installed in the vehicle is shown in the upper area. The version of the software that will be installed in the vehicle via Remote Software Upgrade is also displayed.
- iii. If the RSU software version to be installed is 07/2024.40 or higher, proceed with the RSU installation (Step B).
If the RSU version is lower than 07/2024.40 or no RSU is available for installation in the vehicle, then skip to Step 2.

B. Install Available RSU in the vehicle.

- i. If the RSU software version to be installed is 07/2024.40 or higher, start the RSU installation in the vehicle and follow the prompted instructions in the Central Information Display. If the software version to be installed is lower than 07/2024.40, skip to Step 2.
- ii. After approx. 30 minutes, you must check in the vehicle whether the RSU installation has been carried out successfully and that software version 07/2024.40 or higher has been installed.
- iii. If the programming has been carried out successfully, the vehicle can be returned to the customer.

2. Programming via ISTA

If RSU software is not currently downloaded in the vehicle OR the RSU software currently downloaded is lower than 07/2024.40, then the vehicle software will need to be updated to S18A-24-07-535 or higher via ISTA.

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 S18A-24-07-535 or higher using ISTA 4.48.3x (released July 23, 2024) 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.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

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

PARTS INFORMATION

Parts replacement is not necessary for this repair.

CLAIM INFORMATION

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

Plusposition (+)	Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop
Main work	The vehicle arrives for this Action, no other Main work will be performed/claimed during this workshop visit

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

Repair Code:	0064320200	---
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Remote Software Upgrade (RSU) Status - Ready to be Installed.

Work Package	Labor Operation	Description	Labor Allowance
# 1	00 76 903	Remote Software Upgrade performed (RSU status: Ready to be installed) (Plusposition)	2 FRU
Or:			
# 2	00 76 268	Remote Software Upgrade performed (RSU status: Ready to be installed) (Main work)	3 FRU

Or:

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 instead when applicable (this includes 00 00 006 or 00 00 556, 61 21 528, and 61 00 730).

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, select and submit for the work package information below that applies.

Work Package	Labor Operation	Description	Labor Allowance
# 3	00 76 901	Programming and encoding the vehicle control units ((heating/air conditioning system), includes Carrying out vehicle test (00 00 556/61 21 528) (Plusposition)	8 FRU
Or:			

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# 4	00 76 266	Programming and encoding the vehicle control units ((heating/air conditioning system), includes Carrying out vehicle test (00 00 006/61 21 528) (Main work)	10 FRU
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Or the:

Vehicle is at the Specified Target Integration Level or Higher

Work Package	Labor Operation	Description	Labor Allowance
# 5	00 76 902	Either in conjunction with another campaign/repair prior to or during this workshop visit (RSU excluded) , the vehicle is already at the specified Target integration level or higher, no repair is necessary (Plusposition)	1 FRU
Or:			
# 6	076 267	In conjunction with another campaign/repair prior to or during this workshop visit (RSU excluded) , the vehicle is already at the specified Target integration level or higher, no repair is necessary (Main work)	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 technician's RO notes and in the claim comments (For example: B64 08 24 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, especially if an issue occurred during or after an on-site RSU attempt.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the applicable 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
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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

