

ISTA AFTERMARKET ENGINE TUNING DETECTION AND REPAIR
AUTHORIZATION**MODEL**

All, for covered repairs on vehicles under the BMW New Vehicle Limited Warranty including the corresponding emission warranty when it applies, applicable component-specific Extended Limited Warranty, CPO Program or Extended Service Contract coverage.

SITUATION

An increased number of vehicles are experiencing various drivability complaints, premature component failures, and increased diagnostic times that may be caused by vehicle modifications or aftermarket tuning kits.

To aid in diagnosing BMW vehicles experiencing these issues, ISTA is now able to automatically evaluate the vehicle information and indicate if any modifications have been identified.

When ISTA identifies abnormalities consistent with an aftermarket vehicle modification, a “Pop-Up” message alerting the technician is displayed.

Additionally, the following fault will be displayed in ISTA.

Fault Code	Control module	Fault code test
S0777	DME	Suspicion of engine tuning

If the customer complaint relates to a repair covered by a BMW of North America (BMW NA) warranty or other BMW program involving one of the construction groups below-

- Submit a “Repair Clearing” TSARA case
- This TSARA case submission is required to determine the presence and impact of any modifications

Construction groups which require a “Repair Clearing” TSARA case:

- 11 – Engine
- 12 – Engine electrical
- 13 – Fuel systems
- 16 – Fuel supply systems
- 17 – Cooling systems
- 18 – Exhaust systems
- 21 – Clutch
- 22 – Engine and gearbox suspension
- 23 – Manual transmission
- 24 – Automatic transmission
- 25 – Gearshift mechanism
- 26 – Driveshaft
- 27 – Intermediate and special transmission
- 28 – M Double-clutch Transmission with Drivelogic
- 31 – Front axle
- 33 – Rear axle

CAUSE

While performing a Vehicle Test, ISTA has identified information which may indicate modification or tuning of the vehicle.

CORRECTION

In cases where BMW NA would be responsible for the repair, create a “Repair Clearing” TSARA case before you proceed with additional repairs.

PROCEDURE

In the event of a vehicle arrives at your center with the SITUATION described above, proceed as follows:

1. Perform diagnosis with ISTA.
2. Read out additional diagnostic information by performing the following test plan. Select:

- Service functions
- Powertrain
- Engine electrical
- Perform ABL “Check engine tuning” (ABL-DIT-AS1214_TD_BASIC)

3. Submit a “Repair Clearing” TSARA case

CHOOSE CASE TYPE

Standard

TC

TTS

Repair Clearing

CASE DATA

Title
Suspicion of tuning **b.**

Category
Verification for Manipulation **c.**

VEHICLE INFORMATION

Mileage
105152 **d.**

The displayed mileage is taken from the latest key read Data. Please modify if incorrect.

CASE DETAILS

Number of workshop visits

1

☐ Breakdown

☒ Vehicle on site **e.**

PRIORITY

☐ Info ☐ Urgent

☒ Reply Requested **f.**

Data privacy requirements

☒ I confirm that the use case and market specific data privacy requirements for this Vehicle Verification (Mileage and Tuning) are fulfilled. **g.**

Legal basis
Legitimate interest (suspicion for manipulation, warranty and goodwill claims, business ... **h.**

COMPLAINT

Describe customer complaint **i.**

WORK PERFORMED

Describe work done in workshop

IMPORTANT ADDITIONAL INFORMATION

PuMa Measures or SIBs worked through

j.

Fault Codes

PARTNUMBER

MG SG Code number

Part Description

a. Choose the “Repair Clearing” case type

b. Enter the case title “Suspicion of tuning”

c. Select “Verification for Manipulation” as the case category.

d. Enter the current vehicle mileage

e. Confirm the vehicle is on site

f. Set the priority to “Reply Requested”

g. Read and acknowledge the privacy requirements”

h. Select “Legitimate interest”

i. Enter the reason for the service visit in the “Complaint” section

j. Confirm you have run the “Check engine tuning test plan” and record any other work performed in the “work performed” section

k. Review the case details for correctness and completeness

4. Submit the case and await further instructions and authorization from the TSARA specialist.

CLAIM INFORMATION

Under the terms of the applicable BMW coverage, use the following claim code procedure to submit a reimbursement request for the eligible work below that applies and was performed.

Claim Submission

Defect Code:	MG SG XX XX XX*	Claim with the Defect Code that applies to the work that necessitated a Repair Clearing Case procedure to be performed
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*Refer to AIR for the corresponding component or system's applicable Defect Code's first eight numbers: Main Group (MG) number, Sub Group (SG) number and the other remaining numbers.

This process is completed by entering either "00" or the program's "vendor code" identifier in the 9th and 10th positions.

1. Vehicle Test

When this diagnosis is done as a standalone repair, or it is not included any other repairs being performed, claim the applicable labor operations below that apply (1 and 2 together).

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

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.

Or:

2. Additional Diagnosis

If the Vehicle Test is included in another repair, then only claim the applicable additional labor operations below that apply (2 only).

Labor Operation	Description	Labor Allowance
61 00 006**	Performing vehicle diagnosis – test module	3 FRU
And:		
00 58 677	TeileClearing lump-sum fee Associated work	Refer to AIR
And, as needed:		
MG 99 000	Applicable work time for any additional work as required and/or as requested through the TSARA case	WT

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Claim Repair Comments

Be sure to reference the TSARA case on the RO and in the claim comments and explain any eligible and covered work that was performed as instructed by BMW through the response to your TSARA case.

****For all centers:** Please refer to [SI B01 01 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.

For Service Information Bulletin [B01 07 20](#) centers, BMW Warranty Simplification Program (WSP) Diagnosis Work Time Flat Rate Concept, your process is exempt from this special diagnosis and repair review procedure. Claim the supported work time (WT) that applies to diagnosing a "Suspicion of engine tuning" alert on a vehicle as outlined in this bulletin.

Additional reference material covering the modification of vehicles is published in the Customers Warranty Manual, the Owner’s Manual and Warranty Policy and Procedures Manual.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department