



MODEL

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	From 7/2020	S6U3A or S6U2A with HU-H3
G05	X5 Sports Activity Vehicle		S6U3A with HU-H3
G06	X6 Sports Activity Coupe		S6U3A with HU-H3
G07	X7 Sports Activity Vehicle		S6U3A with HU-H3
G14	8 Series Convertible		S6U3A with HU-H3
G15	8 Series Coupe		S6U3A with HU-H3
G16	8 Series Gran Coupe		S6U3A with HU-H3
G20	3 Series Sedan	From 7/2020	S6U3A or S6U2A with HU-H3
G20 PHEV	330e Sedan	From 7/2020	S6U3A or S6U2A with HU-H3
G22	4 Series Coupe		S6U3A with HU-H3
G23	4 Series Convertible		S6U3A with HU-H3
G26	4 Series Gran Coupe		S6U3A with HU-H3
G29	Z4 Roadster		S6U3A with HU-H3
I20	iX Sports Activity Vehicle		All Vehicles

S6U3A BMW Live Cockpit Professional
S6U2A Live Cockpit Plus

SITUATION

What is Live Diagnosis?

Live Diagnosis is a new process in Aftersales, accessed via a new screen in ISTA during the “short test” procedure. This process makes it possible to display acutely existing faults of a vehicle without having to carry out a physical diagnosis in the workshop beforehand.

It is sufficient to identify the vehicle via the vehicle identification number (VIN). Using Live Diagnosis, the following are displayed in a new document called Error Pattern Management Service Solution (EPMS):

- Information on the complaint
- Cause and correction of the identified fault



LIVE DIAGNOSIS.

In the event of a workshop visit, Live Diagnosis indicates new, vehicle-specific service solutions that are offered. This provides a fast and reliable repair to the customer. Problems that occur are already identified in the background, which reduces the diagnostic time required on the vehicle.

In addition, maintenance requirements can be diagnosed which may be unknown to the customer.

What are EPMS Solutions?

EPMS is the notification displayed in AIR (Aftersales Information Research), AWP (Aftersales Workplace), and ISTA during the Live Diagnosis process. In the event of a technical problem with a vehicle, the workshop needs clear instructions for quick fault elimination.

- These instructions are called service solutions
- Many service solutions can be identified automatically based on so-called "fault patterns"

If fault patterns are detected, they are stored in the corresponding BMW databases. Based on this live data, an EPMS appears. The EPMS is always displayed for the specific VIN in the corresponding Retailer system AWP, AIR and ISTA.

What are the objectives of EPMS Live Diagnosis?

1. Reducing the amount of diagnosis sessions that must be executed in the workshop.
2. Faster decisions and execution of parts replacement.
3. Knowing service demands of our vehicle fleet on a broad scale and central base.
4. Improving customer experience by avoiding breakdowns or "unpleasant surprises" at mandatory official inspections.
5. Improving sales potential.

How to treat a vehicle which has a EPMS indicator?

Treat EPMS information like a Service Information Bulletin which you see for a vehicle. The processing of EPMS information should be done in the same manner how centers deal with diagnosis results.

What are the key facts a BMW center needs to know in regards to EPMS?

- Compared to Service Information Bulletins, the EPMS information are simplified and reduced to a minimum of instructions
- EPMS does not yet provide labor (FRU) or parts information. This additional information must be looked up in the relevant applications.
- The aim of an EPMS is to provide information so that an additional workshop diagnosis for identified issues are not necessary
- EPMS are always VIN-specific

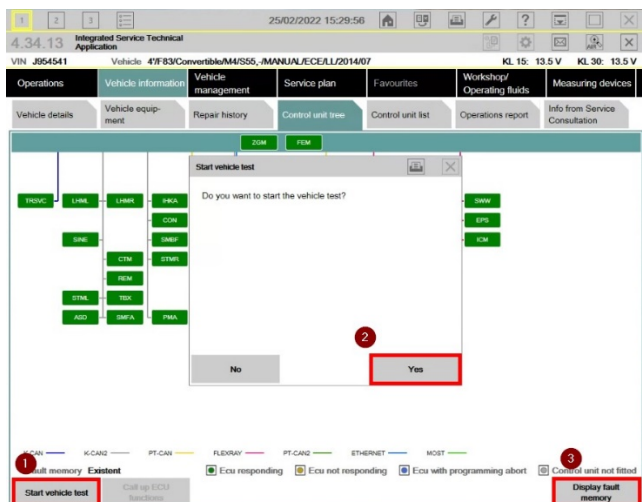
CORRECTION

Follow the recommendation given for each individual EPMS solution.

PROCEDURE

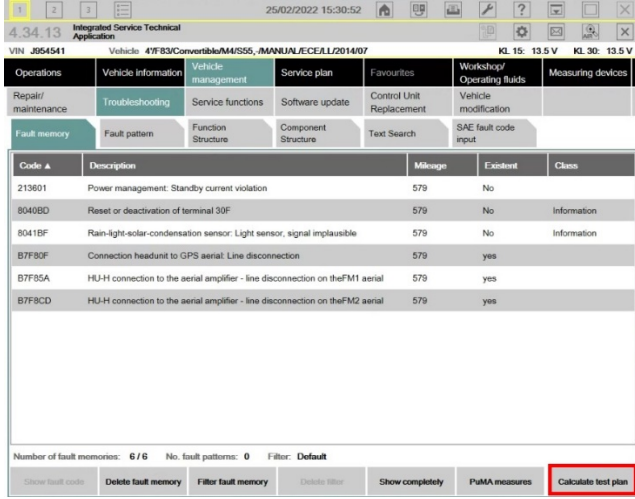
Perform a vehicle test using ISTA 4.35.3x (released late May, 2022) or later.

In the faults overview page, Live Diagnosis will display the EPMS as seen below. If there are no EPMS displayed, perform normal diagnosis- this Service Information does not apply.

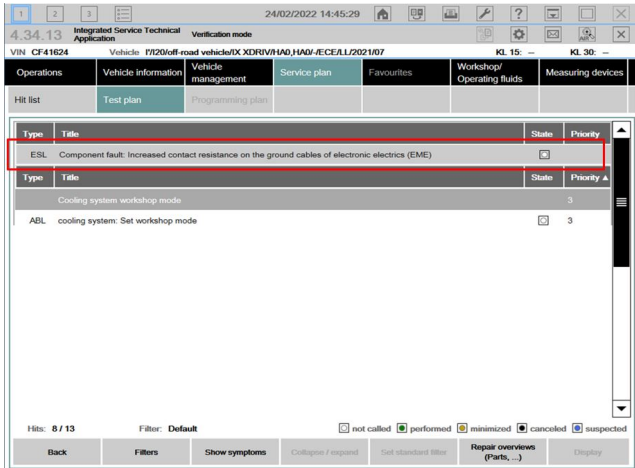


- To display Live Diagnosis results in ISTA,
- (1) Start vehicle test,
 - (2) answer Yes,
 - (3) display fault memory.

Once the fault memory list is displayed,

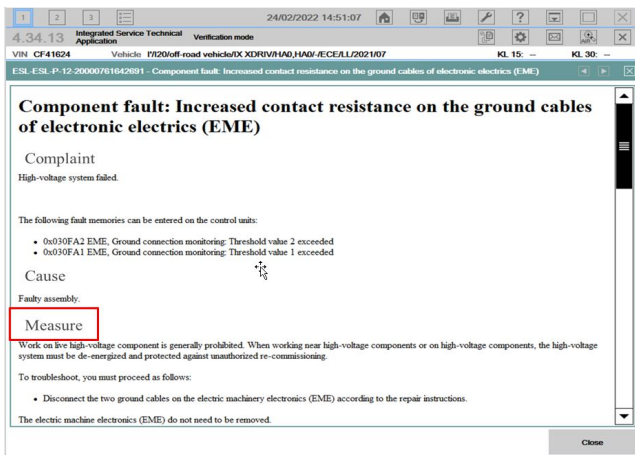


“Calculate test plan”.



The Error Pattern Management Service Solutions “ESL” are listed at the top of the “Test plan” page.

Select the “ESL” to display the service solution.

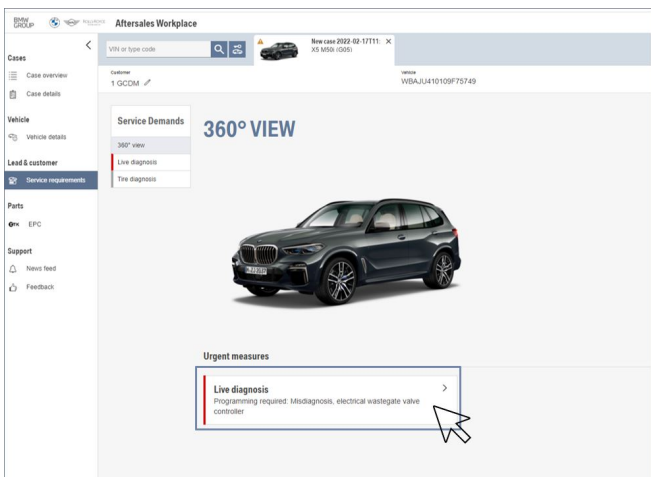


Follow the service solution “Measure”.

After all test plans have been completed, delete the fault memory.

If the EPMS repair does not correct the fault, use the Diagnosis Feedback button in ISTA to provide feedback.

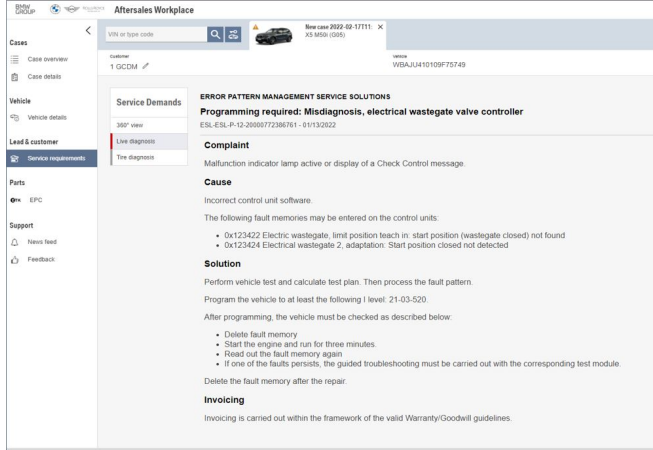
EPMS information can also be displayed in **AWP and AIR** under Live Diagnosis.



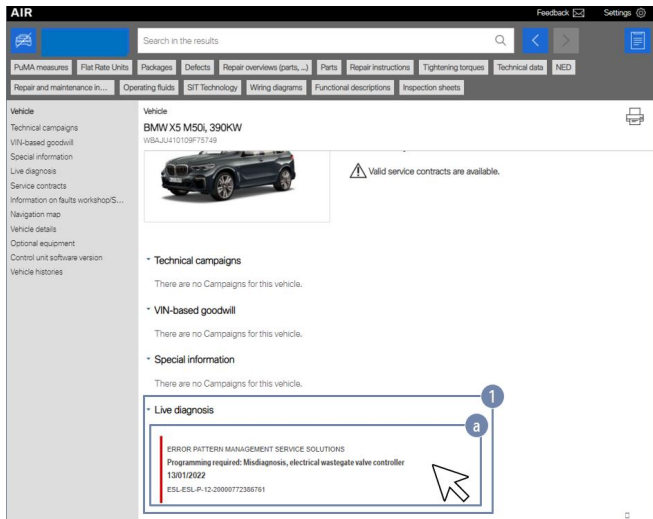
AWP:

Live Diagnosis results are displayed by entering a VIN.

In the 360° view, the title of the identified issue is displayed.

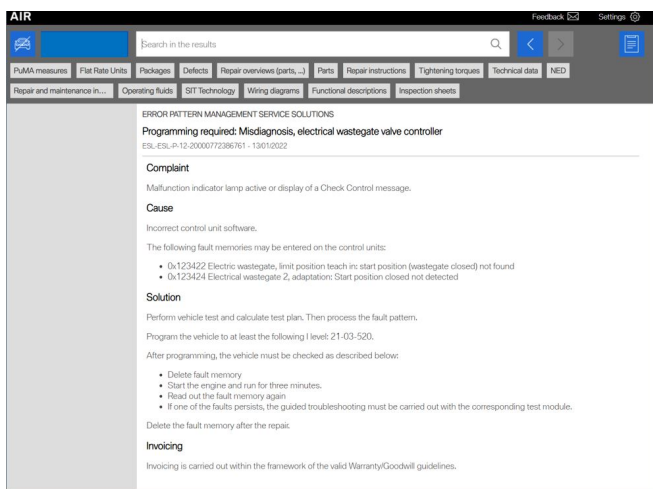


Selecting the issue leads to the EPMS document, which provides further details.



AIR:
(1) Live Diagnosis results are displayed by entering a VIN.

(a) The title of the identified issue is displayed.



Selecting the issue leads to the EPMS document, which provides further details.

For issues related to AWP and AIR, submit an ISPI NEXT support ticket.

CLAIM INFORMATION

This Service Information bulletin provides technical and Live Diagnosis-related information.

Damage and/or issues caused by outside influences are not covered under the BMW limited warranties.

Eligible and Covered Work/Repairs

When EPMS Live Diagnosis information is available, and it is used to repair a verified defect in materials or workmanship, the identified service solution is covered under the terms of the:

- BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, or the
- Active program coverage that applies to the BMW vehicle (for CPO/ESC covered repairs).

Unless otherwise instructed, A Service Information Bulletin repair and claim submission procedure may apply instead.

Note: If the Live Diagnosis is not related to an initially captured customer concern or service request, and this results with an add-on line item, please note this on the repair order accordingly. Service management review and

approval of this add-on line-item is not required.

To submit a claim under the active vehicle coverage that applies:

Please follow the established and applicable warranty policy and procedures (Labor/Part/Sublet) that apply to the repair being performed.

Refer to AIR for the corresponding Defect Code, flat rate labor operations (including the applicable diagnosis*) and the flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

Covered Recommended Repairs

If EPMS Live Diagnosis identifies and recommends a repair procedure to be performed to a **specific vehicle component or system**, when submitting for a covered repair, first search if there are any Service Information Bulletins that apply. If not, then select the Defect Code in AIR that best applies or corresponds to the repair procedure being performed.

If EPMS Live Diagnosis recommends performing a vehicle programming and encoding procedure, but-

- There was **no corresponding customer concern or service request documented during the repair order write-up,**
- **And/or there is no specific vehicle component or system identified,**
- **And there is no open programming-related Technical Campaign on the vehicle,**

Submit for a covered vehicle programming procedure using:

- Defect Code 10 42 05 38 00

Refer to this Service Information Bulletin on the RO and in the claim comments.

When applicable and required for the above Defect Code, include the BMW program’s two-character ID code in the 9th and 10th positions (in place of 00).

*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 inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	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 inquiries	Submit an IDS ticket to the Parts Department