SIB 12 05 21 2021-07-08

LONGITUDINAL JERKING/VIBRATION AFTER VEHICLE PROGRAMMING - G12 LCI PHEV

MODEL

E-Series	Model Description	Production Date
G12 PHEV	745e xDrive Sedan	As of March, 2019

SITUATION

After programming the vehicle's electrical system Integration level (I-level) to 20-11-5xx or 21-03-5xx, the following complaints may occur:

- Longitudinal (fore and aft) jerking in vehicle
- Longitudinal vibrations in vehicle
- Jerking during gearshift

The complaint is especially reproducible in hybrid mode at a speed between 20 – 40 mph (3rd gear) under light acceleration.

This only affects G12 life cycle impulse (LCI) Plug-in Hybrid Electric Vehicles as of March 2019 production.

CAUSE

Unfavorable software in the EME.

CORRECTION

In the event of a customer complaint, proceed as follows.

Read out the I-level of the vehicle.

If the I level is lower than 21-07-530:

- Program and encode the vehicle with ISTA 4.30.4x to I level 21-07-530 (estimated availability early August 2021, pending verification)
- Reassess the vehicle

Or

If the I level is programmed to 21-07-530 or higher:

Do not program the vehicle

- Perform diagnosis with ISTA
- Reassess the vehicle

Note: A parts replacement will not remedy the situation and is therefore not advised.

Important warning for working on the high-voltage systems on BMW Group vehicles:
Only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information is found in Repair Instruction 61 00… Observe safety instructions when handling electric vehicles

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may 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's software to the required I-level or higher.

Please be sure to perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

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Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, or the BMW Certified Pre-Owned Program as described below.

Defect Code:	**1236000200**	**EME electrical machine electronics / power electronic box / (hybrid / e-vehicle) Software error / internal device fault**
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
And		
61 00 730	Programming/encoding control unit(s)	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.

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

Programming and Encoding - Vehicle Control Units (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 Defect Code in this bulletin with the labor operations in AIR 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 Defect Code and labor operations (including diagnosis) in AIR that apply.

Based on which one applies to your center, please refer to **SI B01 01 20 or B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable Defect Code and the labor operations listed in AIR (including diagnosis).

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

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