



## SERVICE ACTION: PROGRAM CONTROL UNITS

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

**MODEL**

I12

**AFFECTED VEHICLES**

This Service Action involves 4,551 I12 (i8) vehicles produced from 1/07/2014 to 4/12/2017.

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

**SITUATION**

- The HV system is being shut off without a request from the driver.
- Erroneous fault memories can lead to unnecessary MIL activation.
- After starting the vehicle, the displayed electric range quickly reduces to an implausible level.
- Possible rough running engine on cold starts.

**CAUSE**

Software error

**CORRECTION**

Program the vehicle.

**PROCEDURE**

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA.
2. Program the vehicle using ISTA Next 4.05.1x or ISTA/P 3.61.3 or higher.

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software.

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

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

**WARRANTY INFORMATION**

**Note:** This repair is **not** eligible for Alternative Mobility Solutions (AMS) Reimbursement

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:

0012380400

## No repair is necessary

Labor Operation:	Labor Allowance:	Description:
00 65 544	1 FRU	Programming and coding was performed previously in conjunction with another campaign or repair (vehicle is already at the specified "Target" integration level or higher, no repair is necessary) (Plus work)

Or:

## Vehicle Programming and Coding

Labor Operation:	Labor Allowance:	Description:
00 64 785	8 FRU	Programming and coding (includes recharging the high-voltage battery unit and performing a vehicle test) (Plus work)

When ISTA/P automatically reprograms and codes all the vehicle's control modules that "currently do not have" the latest software and if one or more control module failures occur "during" this programming procedure:

- Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

## Other Repairs

Control module failures that occurred "prior" to performing this programming procedure:

- When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.