



## 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**

E-Series	Model Description	Production Date	Affected Option Code
G05	X5 Sports Activity Vehicle	November 19, 2019 - November 5, 2021	Security Option

**SITUATION**

The fuel gauge may indicate the incorrect fuel level (full and reserve).

**CAUSE**

Software calibration error due to the security version fuel tank.

**CORRECTION**

Update the vehicle software using **ISTA 4.36.3x** or higher (estimated release **late July 2022**, pending verification).

**PROCEDURE**

Determine what is the vehicle's current I-level by either using AIR or the ISPA NEXT application, and as applicable:

Program the vehicle using **ISTA 4.36.3x** or higher (released [[PRC1](#)] late July 2022).

Model	Target Integration level
G05 (X5 Sports Activity Vehicle)	<b>S18A-22-07-530</b> or higher

Note that 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](#)) when performing programming.**

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

**CLAIM INFORMATION**

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.**

**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, reimbursement for this Service Action will be via normal claim entry utilizing the work package information below that applies.

Defect Code:	0016710200	---
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.**

	Description (Plus work)	
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Work Pkg	Labor Operation		Labor Allowance
# 1	00 72 794	Programming and encoding the vehicle control units, includes Carrying out a vehicle test <b>(00 00 556/61 21 528)</b>	8 FRU
Or:			
# 2	00 72 795	Programming and encoding the vehicle control units was performed in conjunction with <b>another campaign/repair prior to or during this workshop visit</b> (vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

Or:

**The vehicle arrives at your center and this Service Action shows open (No other Main work will be performed or claimed during this workshop visit)**

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 72 225	Programming and encoding the vehicle control units, includes Carrying out a vehicle test <b>(00 00 006/61 21 528)</b>	10 FRU
Or:			
# 4	00 72 226	Programming and encoding the vehicle control units was performed in conjunction with <b>another campaign/repair prior to this workshop visit</b> (vehicle is already at the specified Target integration level or higher, no repair is necessary)	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 RO technician notes and the claim comments (For example: B16 02 22 WP 1), unless otherwise required by State law.

### 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 that applies\*) in AIR that apply.

\*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 Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
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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

[\[PRC1\]](#)Is this date correct?