



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

| | |
|----------------------|-------------------|
| G20 (3 Series sedan) | G29 (Z4 Roadster) |
|----------------------|-------------------|

AFFECTED VEHICLES

This Service Action involves 3 Series and Z4 Models produced from 2/7/2018 to 1/24/2019.

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

Diagnostic software of the IB (formerly known as DSC) is not sufficient

CAUSE

Software error

CORRECTION

Program the vehicle using ISTA 4.15.3x or higher

PARTS INFORMATION

Program the vehicle using ISTA 4.15.3x to the appropriate level shown below

| Model | Target I-level |
|-------|-----------------------|
| G20 | S18A-18-11-565 |
| G29 | S18A-18-11-565 |

Note that ISTA Next 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 (SIB04 23 10).

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

WARRANTY INFORMATION

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

| | | |
|-------------------------|-------------------------|---|
| Defect Code: | 0034410200 | |
| Labor Operation: | Labor Allowance: | Description: |
| 00 67 784 | 8 FRU | Programming and encoding control units (includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work) |

| | | |
|-----------|-------|--|
| Or | | |
| 00 67 785 | 1 FRU | Programming and encoding control units performed in conjunction with another campaign or repair (vehicle is at the specified "Target" integration level or higher, no repair is necessary) (Plus work) |

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

Programming and Encoding - Vehicle Control Units

A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. 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 AIR/KSD2 labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

B. For 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 (including diagnosis) in AIR/KSD2.