

**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	Since series launch	<b>WITHOUT</b> SA 6U3 BMW Live Cockpit Professional
G20	3 Series Sedan	From 07/2020	
G22	4 Series Coupe	From 07/2020	
G23	4 Series Convertible	From 07/2020	
G29	Z4 Roadster	Since series launch	

**SITUATION**

While programming with the current ISTA version, there is a repeated programming abort for the instrument cluster (Kombi). This results in the Kombi remaining black after programming and ISTA instructing for installation in the measures plan.

**CAUSE**

Software error in the basic instrument cluster (Kombi).

**CORRECTION**

Perform a battery (power) reset and program vehicle.

**PROCEDURE**

1. Disconnect the negative (ground) battery cable for approximately 10 minutes according to “**REP 61 20 900** Disconnecting and connecting battery ground lead”.
2. Reconnect the negative (ground) battery cable of the vehicle battery.
3. Reprogram and encode the vehicle using ISTA.

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](#)).**

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

**PARTS INFORMATION**

Parts exchange will not provide a solution

**WARRANTY INFORMATION**

As shown below, submit as either a consequential repair to the:

Programming and encoding Technical Campaign that was performed prior on the vehicle.

Or, if the above doesn't apply, then:

This additional work procedure is covered under the terms of the BMW limited warranty that applies to the prior covered repair that required a programming and encoding procedure to be performed.

Defect Code:	Refer to AIR	Claim with the defect code that applies to the initial/previous repair work that necessitated this additional work procedure to be performed
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
61 20 900	Disconnecting and connecting battery ground lead	Refer to AIR
And:		

61 00 731	Additional work after 1st termination when programming/encoding	Refer to AIR

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 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, and for the RO/claim repair and work time explanation procedures

**QUESTIONS REGARDING THIS BULLETIN**

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