

**MODEL**

E-Series	Model Description	Production Date
G20	3 Series Sedan	October 2019
G30	5 Series Sedan	April 2019

AFFECTED VEHICLES

This Service Action involves 1 (one) G20 3 Series and 1 (one) G30 5 Series produced April 2019 to October 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

A software error in the telematics control unit can result in an interruption in communication between the vehicle and the back end (BMW server).

CAUSE

Software error in the Advanced Telematics Module (ATM).

CORRECTION

Program the vehicle.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or ISPA NEXT application.
2. Is the current vehicle integration level:

Model	Target integration level
G20	S18A-19-11-570 or higher
G30	S15A-19-11-570 or higher

NO: Proceed to Step 3

YES: Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.22.1x or higher (released March 2020).

Model	Target integration level
G20	S18A-19-11-570 or higher
G30	S15A-19-11-570 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](#)).

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

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 work (before and/or after) the selected campaign or other campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable work package information below that applies:

Defect Code:	0084680100	G20 G30 Program control units (ATM)
---------------------	-------------------	--

Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 620	Programming and encoding the vehicle control units (includes connecting an approved battery charger/power supply and performing a vehicle test)	8 FRU
Or:			
# 2	00 69 621	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair, either prior to or during this workshop visit (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 69 112	Programming and encoding the vehicle control units (includes connecting an approved battery charger/power supply and performing a vehicle test)	10 FRU
Or:			
# 4	00 69 113	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair, either prior to or during this workshop visit (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: B84 04 20 WP 1), unless otherwise required by State law.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

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 IRAP recovery procedure (when applicable as required)/repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

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

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).

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 that are listed in AIR (including diagnosis).

As applicable to your center, please refer to [SI B01 01 20](#) or [B01 07 20](#) for your diagnosis work time claiming and explanation procedures.

[QUESTIONS REGARDING THIS BULLETIN](#)

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department