

Product and Service Issues and Answers

My name is Pat Moore

With me today are...

Today's program has 6 parts:

- Product Quality Update
- IDC Update / Hotline Helpful Hints
- Technical Training Express / Tool Time
- World According to Warranty

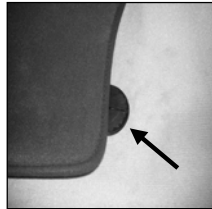
With the streaming video format, the show can be viewed at your convenience

For more information on how and when to view the show, training credits etc., refer to SI B06 13 06

SITUATION

- E90/E91/E92 (3 Series) 2008MY with all wheel drive and produced up to 9/29/07

- Floor mat retainer is visible after installing the floor mat



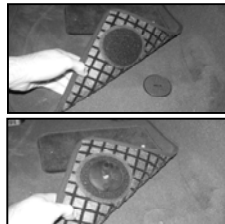
CAUSE

- 1 of 2 Pre-punched holes in the carpet were made in the wrong location

FIELD

- Create a new right side hole in the correct location

1. Secure the mat on the left side retainer and pull up the right side
2. Remove retainer and center it on the Velcro pad



FIELD

3. Press mat onto the carpet to make impression
4. Remove the mat and create a new hole where the impression was made using hand tool P/N 83 30 0 495 995
5. Screw retaining auger into the carpet and install the mat

FIELD

- Refer to SI B51 25 07

INFORMATION

- It is no longer recommended to keep a GT1/DIS Plus loaded with CD V44.0 for programming for the “Voluntary Emissions Recall 06E-A03: S62, S54 – DME Reprogramming for OBD communication”
- SI B12 11 06 has been updated in October 2007

SITUATION

- All vehicles equipped with BMW Assist[™] with Bluetooth[®] Wireless technology
- One Way Audio when using a Bluetooth Enabled Handset

SITUATION

- The person on the landline side of the call cannot hear the person in the vehicle
- The person in the vehicle cannot hear the landline side of conversation

FIELD

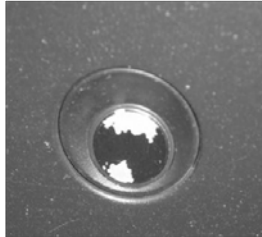
- SI B84 19 07 has been developed to help diagnose these complaints
- Please refer to the bulletin when diagnosing relative complaints
- The bulletin should be published on TIS soon

¶
¶
SUBJECT
¶
One-Way Audio when using a Bluetooth Enabled Handset ¶
¶
MODEL
¶
E46 (3 Series) with Premium Package (ZPP) or BMW Assist (SA 639) from 9/04 production (325iA from 10/04 production) ¶
E53 (X3) with Premium Package (ZPP) or BMW Assist (SA 639) from 10/04 production ¶
E60, E61 (5 Series) from 9/04 production ¶
E63, E64 (6 Series) from 9/04 production ¶
E65, E66 (7 Series) from 3/05 production ¶
E70 (X5) vehicles equipped with Premium Package (ZPP) or BMW Assist (SA639) ¶
E83 (X3) with Premium Package (ZPP) or BMW Assist (SA 639) from 9/04 production ¶
E85, E86 (Z4) with Premium Package (ZPP) or BMW Assist (SA 639) from 10/04 production ¶
E90, E91, E92, E93 (3 Series) vehicles equipped with Premium Package (ZPP) or BMW Assist (SA639) ¶
¶
SITUATION
¶
When placing a phone call, the customer has one of the following complaints: ¶
• - Complaint #1: The person on the landline side of the call cannot hear the person in the vehicle, but the person in the vehicle can hear the caller. ¶
• - Complaint #2: The person in the vehicle cannot hear the landline side of conversation, but the

SITUATION

- E70 (X5), E83 (X3) from 9/1/06 to 2/22/07

- Paint peeling from PDC sensor



CAUSE

- Faulty painting process of the PDC sensor

FIELD

- Replace all the PDC sensors on the affected bumper
- SI B66 05 07

PRODUCTION

- Corrected from February 22, 2007

SITUATION

- E9x (3 Series) with the N51 PZEV engine
- The "Service Engine Soon" light is on



SITUATION

- The following fault is stored in the DME:
 - 2AD8 - EAC Sensor monitoring - implausible



CAUSE

- DME software diagnostic error

FIELD

- Reprogram using Progman V27.00.00 - Integration (E89x-07-09-515), or higher
- Refer to SI B12 16 07

SITUATION

- E70 (X5) with Rear Seat Entertainment system (option 06FF)
 - Rear Seat Entertainment (RSE) system does not work properly
 - Fault Code "A48D" is stored

Rear Seat Entertainment System

- Does not switch on
- Turns off by itself
- Display stays dark
- DVD doesn't eject



CAUSE

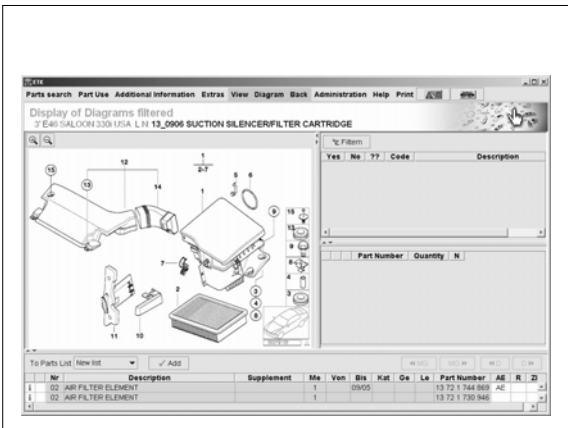
- DVD player causes constant resets of the RSE system
 - Software error
 - Reading errors

FIELD

- Program the complete vehicle with Progman V27.1 or higher
 - Includes improvements for the RSE system
- SI B65 32 07 follows

SITUATION

- E46 (3 Series) with M54/M56 from 8/00 to 8/06
- E85 (Z4) with M54 from 3/02 to 11/05
 - EPC shows incorrect air filter application:
 - P/N 1 744 869 - correct filter (with fleece)
 - P/N 1 730 946 - incorrect filter (without fleece)

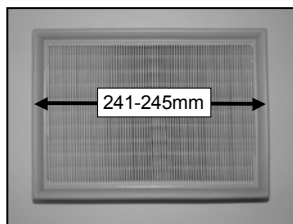


FIELD

- Use only air filter with P/N 1 730 869
- EPC will be corrected with the Nov '07 release (10/22/07)
- SI B12 20 07 will be published soon

FIELD

- Length of the Filter should be between 241-245mm



INFORMATION

- E9x (3 Series), E6x (5/6 Series)
- ELV diagnosis



FIELD

- Must use DIS V51, or later
- V51 contains new test modules for ELV diagnosis
- Programming solution for many faults
- If older DIS version used, warranty will deny claim
- SI B61 29 06

SUMMARY

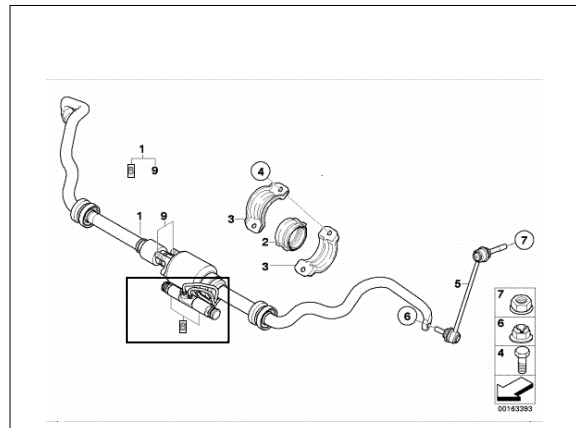
- ELV test plan B6100_87CAS
- Run (51) times this week with old software
- (35) different dealers
- If ELV was replaced, warranty claim is at risk

SITUATION

- E70 (X5) with Sport Pack ZSP
 - Clunking noise from front axle over bumps

CAUSE

- Accumulator for front ARS sway bar

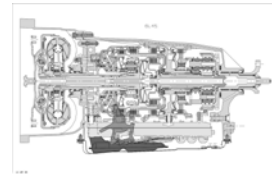


FIELD

- For noises related to the front/rear axle of vehicles with ARS, refer to Repair Instruction RA 37 90... for general troubleshooting
- If the noise is coming from the front sway bar, replace the accumulator (P/N 37 11 6 783 314) as per Repair Instruction RA 37 11...
- SI B37 01 07

SITUATION

- E83 (X3) with GM6 Transmission produced from 9/06 to 10/07
 - Various transmission and drivability complaints



SITUATION

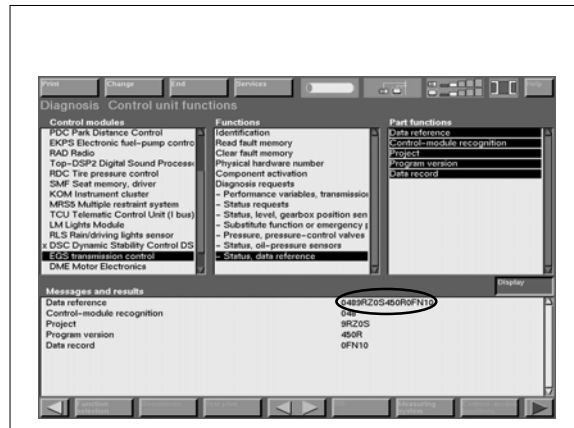
- Sense of lag in throttle response when accelerating during the 1-2 upshift
- Lack of power or hesitation when reapplying throttle during either a 4-3 or 3-2 tip-in downshift while slowing with closed throttle
- Harsh downshifts when slowing on a road with a rising gradient (EGS hill program)

CAUSE

- EGS software calibration
- DME software calibration

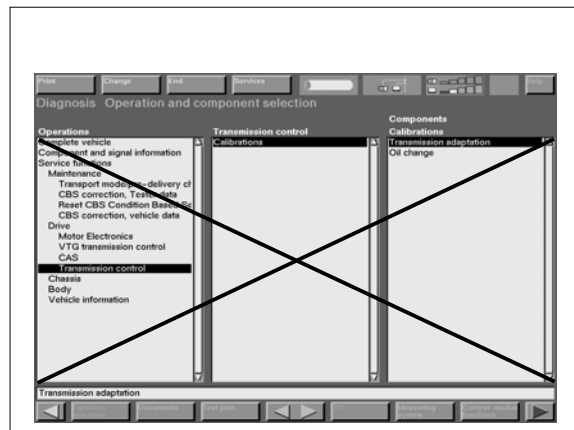
FIELD

- Update EGS software using only Progman V27.02.00 or higher
- Latest X3 EGS software may be identified as: **0489RZ0RS450R0FN10**
- Control-module functions / EGS transmission control / Diagnosis requests / Status, data reference



FIELD

- After Reprogramming, do not perform the "Transmission adaptation" Service Function as prompted by Progman
- This Service Function does not work correctly and may cause erroneous EGS faults to set



FIELD

- Transmission adaptation is accomplished by driving the vehicle while isolating and completing specific shifting steps
- The more steps completed will help to learn adaptations quicker and improve shift quality before returning the vehicle to the customer

FIELD

- Refer to SI B24 08 07
- SI B24 11 07 - GM6 transmission adaptation
- SI B12 17 07 - DME programming information

SITUATION

- E83 (X3) with M54 from 8/03 to 6/06

- “Check filler cap” light illuminated after refilling
- Fault code “29AE – Tank flap” is stored in the DME
- Filler cap is tight



CAUSE

- DME software calibration

FIELD

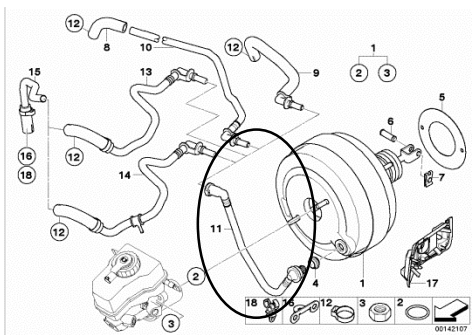
- Reprogram the DME with Progman V27.02.00 (online update) or higher
- SI B12 08 07 will be published shortly

SITUATION

- E9x (3 Series) up to 9/07
- Brake pedal hard to press on initial start

CAUSE

- Leakage at the check valve for the vacuum booster



FIELD

- Replace the check valve with integrated hose P/N 34 33 7 577 336
- Refer to Repair Instruction RA 34 33 051
- SI B34 06 07

SITUATION

- E9x (3 Series)

- Air conditioner does not cool

CAUSE

- Condenser dryer insert leaking
(one possible area to inspect)

FIELD

- Leak test system using approved tracer dye as per SI B04 14 04
- Check the area of the integrated dryer
- Remove the plastic cap on the dryer insert
- Always follow safety precautions when working on A/C systems



SITUATION

- E83 (X3) with the N52K engine produced from 9/06 to 9/07

- DME Software Improvements



SITUATION

- Poor throttle response or lack of power when accelerating at lower speeds
- The engine may crank too long before starting or may occasionally require a second attempt

SITUATION

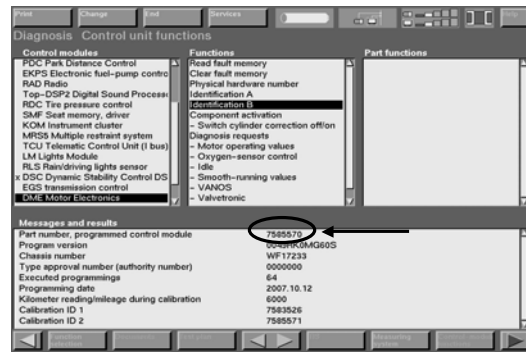
- Loss of power at idle, or when slowing to a stop, in vehicles equipped with an automatic transmission
- All of these situations would not cause a fault code to be set in the DME

CAUSE

- DME software calibration

FIELD

- Update the DME software using only Progman V27.01.01, programmed number 7585570, or higher
- Important: the EGS (if equipped) must also be at the latest software level



FIELD

- Refer to SI B12 17 07

SITUATION

- E6x (5/6 Series), E65/E66 (7 Series), E70 (X5), E9x (3 Series) with BMW Assist
- BMW Assist Inactive warning message



SITUATION

- The KOMBI has fault code A554 (alive phone) stored in the error memory



SITUATION

- TCU is NOT identified when performing a short test
- If the SOS button is pressed the call connects but the radio is not muted
- A Bluetooth handset no longer connects to the vehicle

SITUATION

- The Bluetooth menus for pairing a device to the vehicle are unavailable
- RAD2 vehicles: The BMW Assist icon and phone icon are missing from the Radio display
- CCC vehicles: Enable Services is grayed out

CAUSE

- No Communication with TCU is caused by a hardware failure
- Erroneous SOS Inactive Warning Message is a software error

FIELD

- No Communication with TCU refer to SI B84 17 07
- Erroneous SOS Inactive Warning Message refer to SI B84 16 07

INFORMATION

- E9x (3 Series), E6x (5/6 Series), E70 (X5), E65/E66 (7 Series)
 - Energy Diagnosis Tips Video

VIDEO

Paul Labrie – DIS SW & Energy Diagnosis Tips

CAUSE

- Stored Fault of start capability in Energy Diagnosis
 - Accessories left on for a short period of time
 - Example: Lights and Radio

Stored Fault of start capability in Energy Diagnosis

- Possible Cause
 - Radio, lights or accessories left on for a short period of time

SITUATION

- E6x (5/6 Series), E65/E66 (7 Series), E70 (X5), E83 (X3), E9x (3 Series)
 - Universal Garage Door Opener (UGDO) will not program

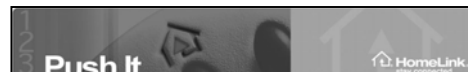


CAUSE

1. Programming procedure not carried out properly by the customer
2. Insufficiently charged batteries in the transmitter

FIELD

1. Ensure the programming/teach-in procedure is being performed properly
 - Owner's Manual
 - www.eurohomelink.com



2. Ask the customer to attempt to teach-in using new batteries

FIELD

- SI B66 06 07 to follow

SITUATION

- E9x (3 Series) with N51, N52K from 9/06 to 3/07
 - Loss of power during idle or when slowing to a stop
 - No faults associated, are stored in the DME



CAUSE

- DME software calibration

FIELD

- If vehicle has an integration level less than E89x-07-03-520, reprogram with the latest Progman version
- Refer to SI B12 15 07

SITUATION

- All Vehicles with N62 and N62TU
 - Update N62 Crankcase Ventilation - Cold Climate Conditions



SITUATION

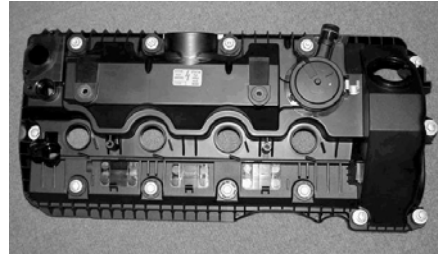
- Possible engine (hydro lock) or valve damage can occur in low ambient temperature

FIELD

- Install an optimized 1-4 cylinder head cover with insulated hoses

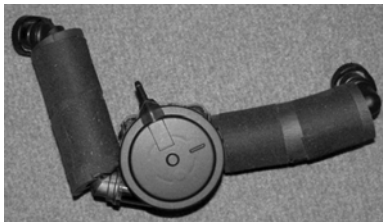
FIELD

- P/N 11 12 7 563 474 – Valve cover



FIELD

- P/N 11 61 7 563 476 – Insulated Hose with valve



FIELD

- P/N 11 61 7 547 186 – Insulated hose



FIELD

- SI B11 01 07 has been updated with Warranty information and additional part numbers for additional models

SITUATION

- E70 (X5) to 3/25/07
 - Various electrical complaints:
 - Vehicle will not start
 - Instrument Cluster or displays are flickering
 - Remote Control will not unlock vehicle

SITUATION

- Various control modules cannot be accessed using the diagnosis system
- Various other issues relating to the power supply
- Possible fault codes A6E2, A734, 93C6, 9CB5

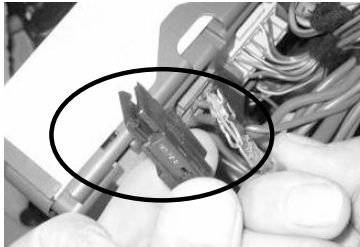
CAUSE

- The clip on supply terminal to distribution box is either loose, or missing



FIELD

- Check the terminals front and rear



FIELD

- Check the terminals at the JBE located under dash X16824
- Check the terminals at the rear distribution box (rear right) X16825
- Clip missing – replace cable
- Clip loose – re-secure or replace if damaged
- SI B61 11 07

PRODUCTION

- Corrected from March 25, 2007

SITUATION

- E6x and E9x vehicles with AWD and N51, N52, N52K and N54 engines
- An erroneous “Low Oil Level” warning message comes on

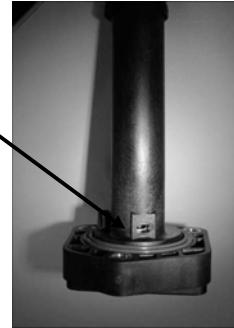


CAUSE

- Moisture condensation which has migrated into the oil condition sensor
- DME software calibration

PROCEDURE

Oil entry opening



FIELD

- Revised DME software in Progman V27.00.00 (Integration level E89x-07-09-515) includes revisions in the oil level calculation
- Change prevents an erroneous “Low Oil Level” message from being displayed if moisture is present in the oil

FIELD

- Troubleshoot any oil level sensor or BSD line faults first
- Follow the steps, based upon the complaint, as outlined in the SI

PROCEDURE

- These steps include:
- If applicable, programming the vehicle based upon the current vehicle integration level
- Removing and gently blowing out condensation from the oil condition sensor
- Operate the engine to reach a sufficient engine oil temperature purging remaining moisture

FIELD

- Refer to revised SI B12 05 07

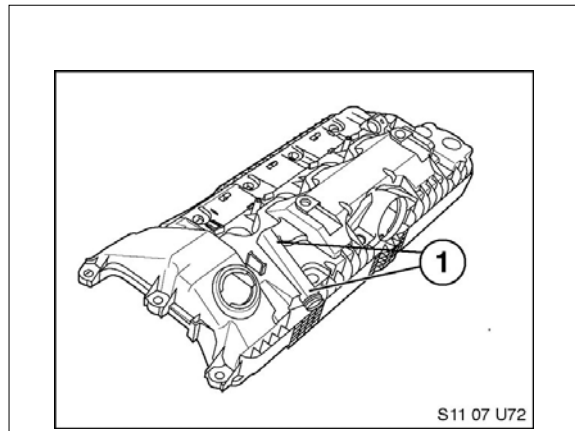
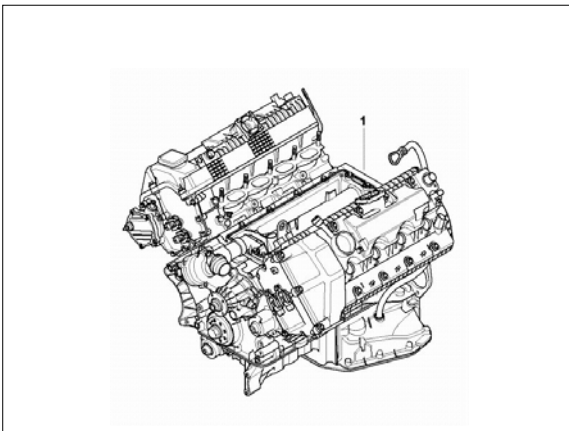
INFORMATION

- All Vehicles with N62 and N62TU Engines (All Models)
 - Bank 1-4 Cylinder Head Cover Identification



INFORMATION

- It is possible a replacement engine is fitted with a cylinder head cover that does not have a integral crankcase ventilation valve



INFORMATION

- When replacing the engine it may be necessary to install additional hoses with integrated crankcase ventilation valve
- Failure to install the new hose may cause oil consumption or excessive whistling from the intake area

INFORMATION

- Refer to EPC for complete list of part numbers, a vin number must be used to obtain correct part numbers
- Refer to SI B11 12 07 for additional pictures and descriptions of parts needed

SITUATION

- E9x (3 Series), E6x (5/6 Series) with N54 from 6/10/07 to 8/18/07



- Vehicle runs poorly, misfires and may not start
- FC 30BA, 30BB or 2ACC is stored in the DME
- SES may be illuminated

CAUSE

- Defective diode in the DME

FIELD

- On a customer complaint basis and only if the vehicle is in the effected production range, replace the DME and reprogram/recode the complete vehicle
- Refer to SI B12 18 07

INFORMATION

- All models
- Diagnostic / Programming Software



Check latest available SW

BMW of North America, LLC

What's New

- Information added within the last 30 days

Service Information

- Bulletins and Measures
- Service Technology Bulletins (STB)
- SW Versions Chart

Operating Fluids

- Operating Fluids

Technical Training

Repair Informat

- Manuals prior to E3
- Manuals from E36

Labor Times

- KSD
- Wheel-Tire Combin

Special Tools

- Special Tools Data

ETM Informatio

- Wiring Diagrams to

BMW TIS

Available Software for DISplus/GT1/SSS
10/16/2007

System	Version	Release Data	
		CD/DVD	Online
DIS	48.0 Base	12/8/2006	-
	51.0 Program	9/14/2007	-
DIS-Update	19.0		9/13/2007
	19.1		9/14/2007
	19.2		10/4/2007
PROXMAN	3.1 SSS XPe Base	8/20/2007	-
		9/14/2007	-
	27.01 Progman	10/1/2007	-
	27.01.01 Progman	8/26/2007	-
	27.01.02 Progman	-	9/28/2007
NAV	30	9/14/2007	-

Refer also to Service Information "Available Software for DISplus/GT1/SSS" in Main Group "00"

FIELD

- **Diagnosis – use of old version:**
 - Newer test plans/solutions not available
 - Can result in inappropriate repair costs
 - Contributes to customer dissatisfaction
 - No special circumstances to use



FIELD

- **Progman – use of old version:**
 - Risks additional service visits
 - Risks unnecessary repair costs
 - Contributes to customer dissatisfaction



FIELD

- The latest SW is always best
- Check and, if necessary, update all machines
- Warranty may reject claims if old SW used
- Report all SW problems via Diagnosis Feedback / PuMA
- SI B07 10 07

SUMMARY

- Vehicles E53 and earlier excluded
- Data for the last 3 days
- **Diagnosis: Current version V51**
 - (1373) test plans with old SW V43-V50
 - (161) dealers (45%)

SUMMARY

- Vehicles E53 and earlier excluded
- Data for the last 3 days
- **Progman: Current version V27.01.02**
 - (445) Sessions with old SW V25.02-V27.01.01
 - (78) dealers (22%)

INFORMATION

- All vehicles equipped with **BMW Assist** with Bluetooth® Wireless technology
 - Additional Bluetooth compatible handsets have been at site



FIELD

- New Compatible Handset

- Blackberry Pearl from T-mobile



FIELD

- New Compatible Handset

- Motorola RAZR2 V9M from Verizon



FIELD

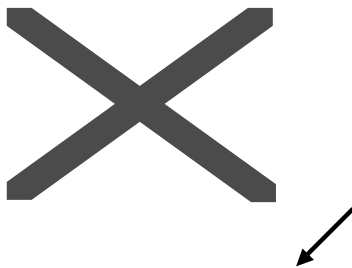
- Visit the following website to see the latest list of compatible handsets

- www.wireless4bmw.com

FIELD

- The website provides:

- Vehicle production date info
- Tested handset Software
- Handset pairing instructions
- Known issues / Limitations



INFORMATION

• Progman V27.02.00

		Coding	Programming
7 Series	E65, E66	-	-
6 Series	E63, E64	-	-
5 Series	E60, E61	-	-
3 Series	E90, E91, E92, E93	X	E89X-07-09-521

INFORMATION

- Progman V27.02.00

		Coding	Programming
X5	E70	-	-
X3	E83	-	X
Z4	E85, E86	-	-

INFORMATION

- Progman V27.02.01

		Coding	Programming
7 Series	E65, E66	-	-
6 Series	E63, E64	X	-
5 Series	E60, E61	X	-
3 Series	E90, E91, E92, E93	-	-

INFORMATION

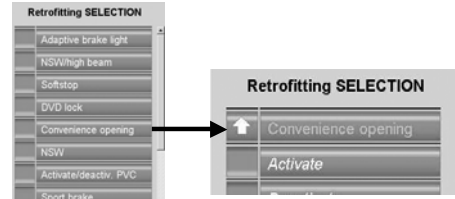
- Progman V27.02.01

		Coding	Programming
X5	E70	-	-
X3	E83	-	-
Z4	E85, E86	-	-

INFORMATION

- New Retrofit

- 3 Series (E90, E91, E92, E93)



VIDEO

**World According to Warranty
Brake Fluid Change**

Brake Fluid Change Service

- Brake Fluid Change Interval

- Every Two Years, starting from the vehicle's production date.
- Covered under the terms of the BMW Maintenance Programs

Brake Fluid Change Service

•Claim Information

- Defect Code: 34 00 00 77 MP.
- Flat Rate Labor Operations in KSD:
 - Main Group 34 for non CBS vehicles
 - Main Group 00 for CBS vehicles (Condition Based Service)

Brake Fluid Change Service

•Claim Processing Rule Application

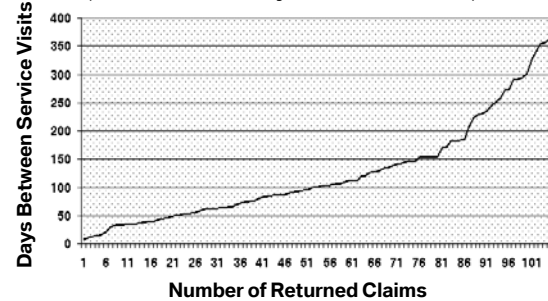
- The BMW claim processing system automatically returns your current claim when a brake fluid change service is performed within two years of a previously claimed brake fluid change service

Brake Fluid Change Service

•Returned Claims Analysis

- Review of 120 current returned claims
 - 85% = Second brake fluid change service performed early (< 24 months)
 - 15% = Resubmission of claims containing a brake fluid change service

Maintenance Claims: Second Brake Fluid Change Service (<24 Months/730 Days Between Services)



Brake Fluid Change Service

•Returned Claims Analysis

- Review of the 85% performed early
 - 99% = Performed by the same Center
 - Most were performed during the prior service visit
 - 84% = CBS vehicles which includes the brake fluid change service in the key data

Brake Fluid Change Service

•Returned Claims Analysis

- Review of the 84% CBS Vehicles
 - Most had the prior brake fluid change performed in the recommended period
 - Corresponding CBS data was not reset to show the service was performed
 - Resetting the CBS data is included in the Standard Scope: SI B 00 07 02

Brake Fluid Change Service

- Resources to Confirm Vehicle's Service Needs
 - Your Center's DMS Vehicle History file
 - DCSnet Vehicle History Inquiry
 - MP Claims (Maintenance Program History) Button

INFORMATION

- Integrated Service Technical Application (ISTA)
 - ISTA will replace existing service systems:
 - Maintenance and Repair (TIS), partial
 - Diagnosis (DIS)
 - Programming and Coding (Progman)

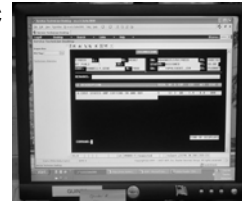
INFORMATION

- The application ISTA will be installed on the Integrated Service Information Server (ISIS)
 - Refer to SI B07 03 06



INFORMATION

- ISTA can be operated via:
 - Workshop PC



INFORMATION

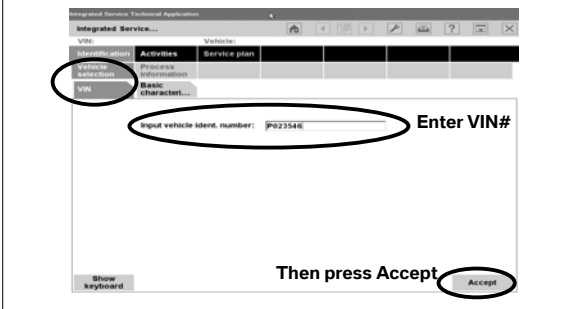
- ISTA can be operated via:
 - ISID (Integrated Service Information Display) from Q1/Q2 of 2008 on
 - ISID will replace DISPlus/GT1



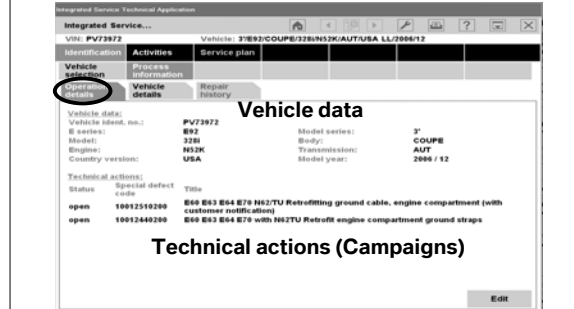
INFORMATION

- Advantages of ISTA:
 - Merge of different systems in one place:
 - Parts of TIS (Technical Information System)
 - DIS (Diagnosis Information System)
 - WDS (Wiring Diagram System)
 - PROGMAN

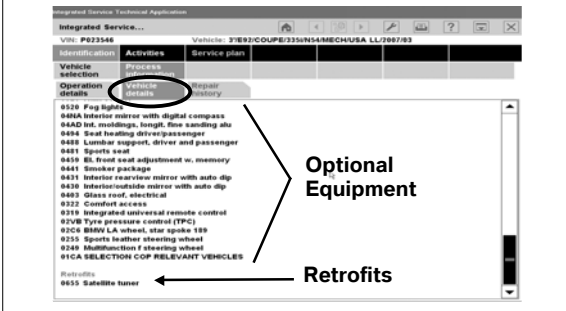
• Vehicle Identification via VIN# entry (manually)



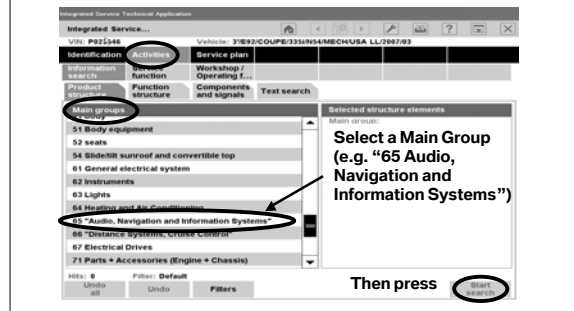
• Availability of additional vehicle information



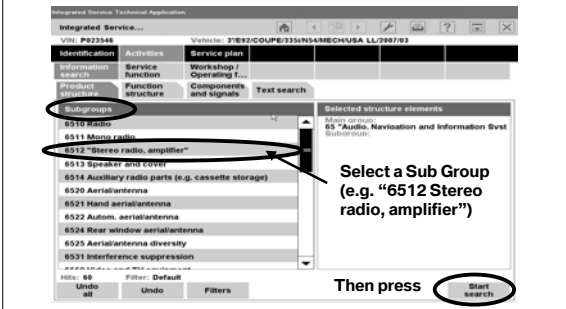
• Vehicle information in "Vehicle details"



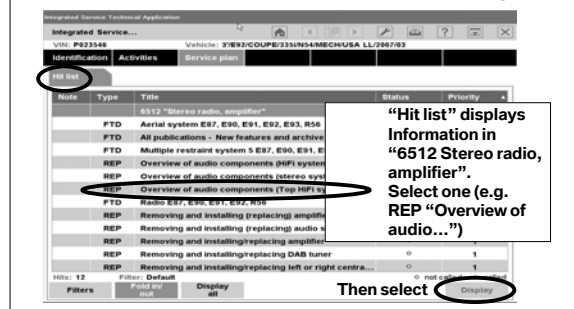
• VIN related Information Search in Activities



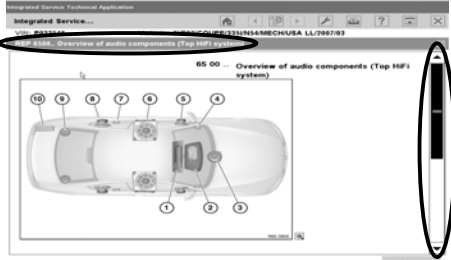
• VIN related Information Search in Activities



• VIN related Information Search in Service plan



• VIN related Information Search



The Overview of audio components is now displayed, VIN# related More information can be displayed by scrolling down

INFORMATION

• Roll-out of ISTA

- End of 2007: Vehicle identification and information (e.g. Repair Instructions, Function Description, Wiring Diagrams)
- 1st and 2nd quarter of 2008: Diagnosis including introduction of the ITOOLS
- 2009: Programming and coding

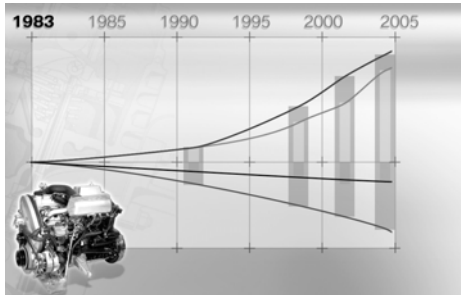
INFORMATION

- More information will follow as phased roll-out progresses
- SI B07 09 07

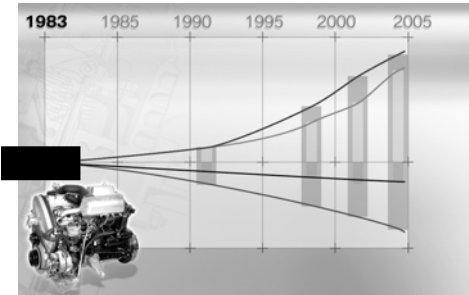
VIDEO

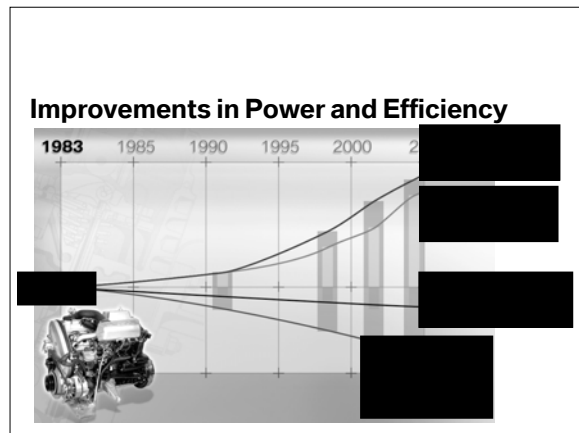
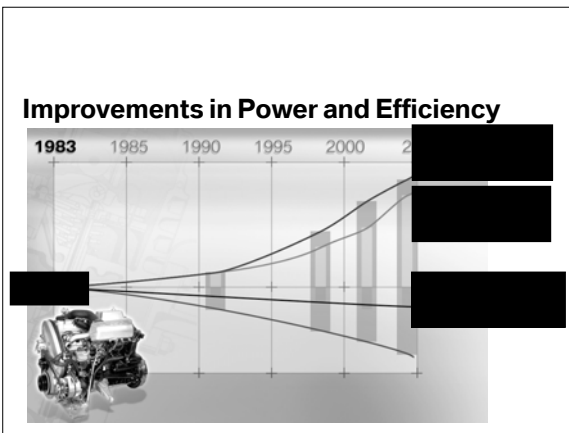
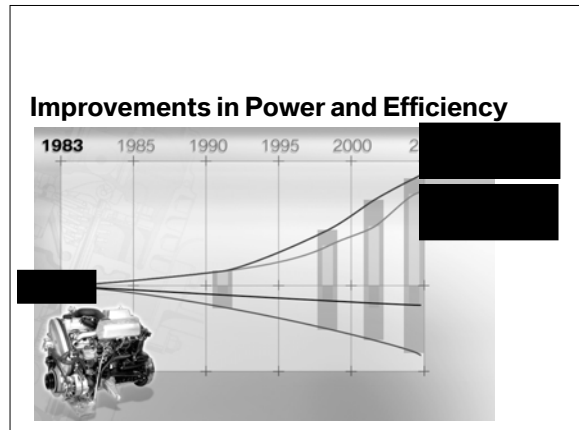
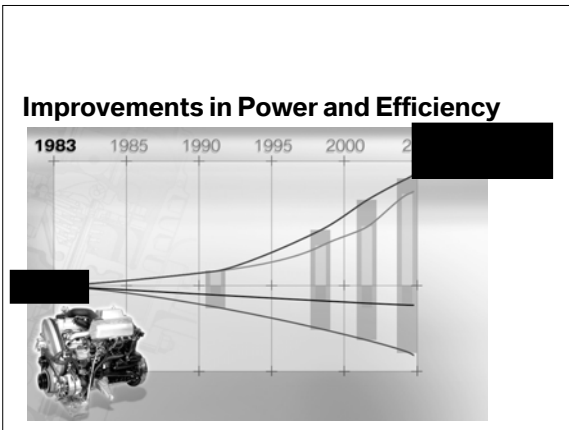
Technical Training Express
Dr. Diesel

Improvements in Power and Efficiency



Improvements in Power and Efficiency





Technical Hotline Case Submission

- Use "Case" when requesting Technical Hotline support
- Even for TC parts that do not require part replacement, e.g. programming

TeileClearing Case Submission

- Use "TC Case" when requesting authorization to replace TeileClearing part

TeileClearing Case Submission

- Valid TC Case:
 - All diagnostic test plans completed
 - FASTA data transmitted
 - Technical Information reviewed (SIB's, Repair Instructions, DCS Messages, Training Manuals, etc.)

Helpful Hints: Categorisation

- "Defect": Automatically filled
- "Fault location", "Nature of fault", "Condition": Manually input

General
Categorisation
Description
PMP Info TC
Diagnostic TC

TC Action* Please select
Please select
ASK
Automatic Transmissions GM
Automatic Transmissions ZF
CCC
CD-Changer
Champ
Instruments Combination
M.ASK

Nature of
Distinct pe

Helpful Hints: PMP Info TC

- PMP = Problem Management Process

General
Categorisation
Description
PMP Info TC
Diagnostic TC

Create TC Case
4 / 6
Has the customer complaint been able to be duplicated at the dealership? * Yes No

TeileClearing Case Submission

- No part replacement - Use "Case"
- TC part replacement - Use "TC Case"
- All other tabs are same as non-TC PuMA Case (e.g. General, Description, etc.)
- SI B00 03 06 & B00 03 07
- Email: TC@bmwna.com