

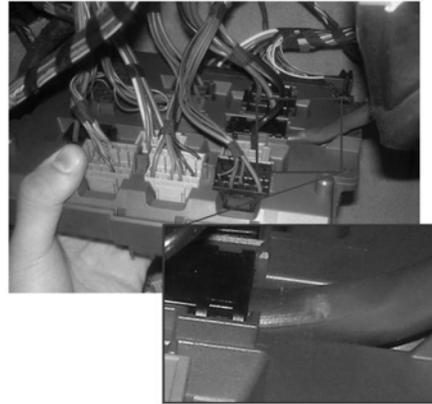
Product Quality Update

Situation

- E82/E88 (1 Series), E89 (Z4), E9x (3 Series) vehicles up to 5/30/2011
 - Vehicle fails to start
 - Door locks inoperative
 - Vehicle electrical system failure

Cause

- Poor B+ connection at front fuse box



Product Quality Update

Field

- If any discoloring is found on cable insulation replace the cable and the front fuse box
 - New B+ cable part numbers with silver coating at connection point
 - E82/E88 – 61 12 9 269 909
 - E9x – 61 12 9 269 907
 - E89 – 61 12 9 269 914
 - Fuse Box – refer to EPC part unchanged

Product Quality Update

Repair Hints

- Cable is routed in wiring harness along RH side of vehicle to battery distribution box



Product Quality Update

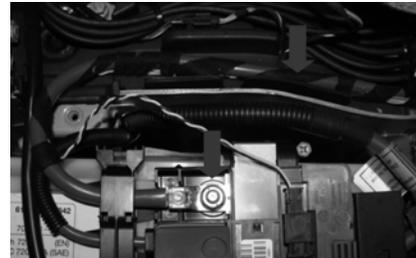
Repair Hints

- Remove old cable completely from the harness
- Install new cable in the harness and secure properly

Product Quality Update

Repair Hints

- Torque B+ cable at battery distribution box to 15 Nm



Product Quality Update

- Service Information Bulletin B61 08 11 will be released shortly

Product Quality Update

Situation

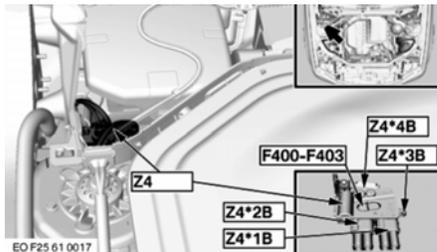
- F25 (X3)
 - Vehicle will not start
 - Various warning lights and check control messages in instrument cluster



Product Quality Update

Cause

- Loose cable connection (retaining nut loose) at junction point (Z4)



Product Quality Update

Field

- Inspect all components for any damage and replace as needed
- Torque cable nut to proper specs (refer to ISTA)
- Thanks for submitting Cases;
 - Morgan Granger – Towson BMW
 - Aaron Happ – BMW of Rochester

Product Quality Update

Situation

- E60/E61 (5 Series), E63/E64 (6 Series), E70 (X5), E71 (X6), E82/E88 (1 Series), E9x (3 Series) with CIC (SA 609, Satellite Radio (SA 655) and Voice Input (SA 620)
 - When a satellite radio channel is stored on Preset #2 it cannot be selected via a voice recognition command (iSpeech)
- Note: AM/FM channels are not affected

Product Quality Update

Cause

- Under investigation



Product Quality Update

Field

- Do not replace parts and do not perform a repair attempt!
- Explain the situation to the customer
- For now no satellite radio channel should be stored on Preset #2
- SI B65 10 11 to follow

Product Quality Update

Situation

- All vehicles with Satellite Radio (SA 655)
 - Satellite radio has brief reception loss or distortion, ACQUIRING is displayed
 - In a dense urban area (high buildings)
 - Under trees with foliage
 - Under bridges
 - In tunnels
 - In certain mountain valleys

Product Quality Update

Cause

- Vehicle loses site of the satellite



Product Quality Update

Field

- Do not replace parts and do not perform a repair attempt!
- Explain the situation to the customer
- Refer to SI B65 02 05

Product Quality Update

Situation

- All vehicles with HiFi Loudspeaker System (SA 676)
 - Replacement HiFi amplifier is not recognized by ISTA and ISTA/P
 - Not displayed in control unit list
 - Cannot be diagnosed
 - Cannot be programmed or coded

NOTE: Audio output is not affected

Product Quality Update

Information

- The new generation HiFi amplifier without Bus connection was already introduced in series production back in 09/2010
- This "Low-Cost" HiFi amplifier cannot be diagnosed, programmed nor coded anymore!
- Replacement part must be retrofitted via ISTA/P to add "KAMP" to the vehicle order
- SI B65 12 11 to follow

Product Quality Update

Situation

- E64 (6 Series)
 - Soft top does not open or close fully

Product Quality Update

Cause

- Angle of rotation sensor defective or out of adjustment

Product Quality Update

Field

- For vehicles produced up to August 2005 replace the sensor with P/N 54 34 8 268 997
- From vehicles produced after August 2005 modify the existing sensor

Product Quality Update

Field

- Service Information B54 17 06
 - Modification of angle sensor states to elongate the holes to allow the sensor to rotate in a clockwise direction
 - Technicians have reported that sometimes the elongated holes need to allow for counter clockwise direction

Product Quality Update

Field

- After sensor adjustments are made the car must be allowed to sit in the sun to allow expansion of the soft top components
- Several adjustment attempts may be required

Product Quality Update

Field

- Test plan B5410_64DWG has been verified
- All individual segments are shown in the test plan
- Refer to the 12 segment slides attached to the bulletin B54 17 06 showing soft top segments and position

Product Quality Update

Situation

- E9X (3 Series) Active Headlight Malfunctions
 - Green LED on light switch flashes and headlights are both On
 - Active headlights failed on self test

Product Quality Update

Situation

- FRM has one or all of the following faults:
 - **9CBB** - short-circuit.
 - **9CBF** - Communication with Stepper Engine Box left disturbed
 - **9CC0** - Communication with Stepper Engine Box right disturbed

Product Quality Update

Cause

- Short in wiring or SMC malfunction causes the FRM to be deactivated

Product Quality Update

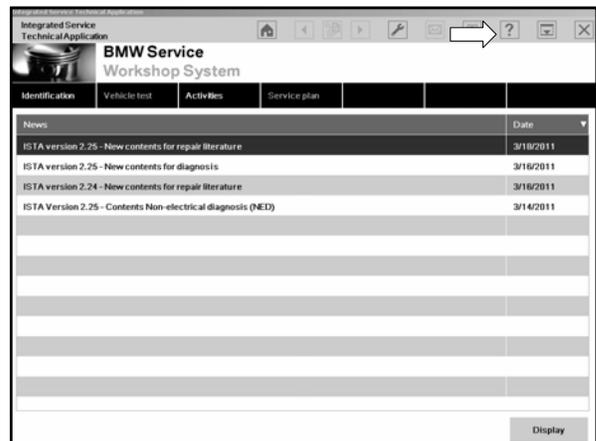
Field

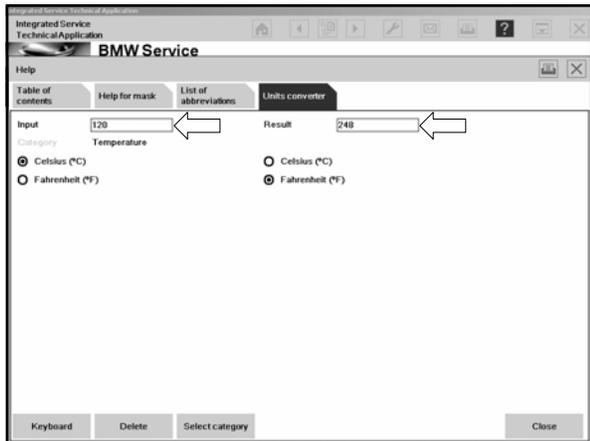
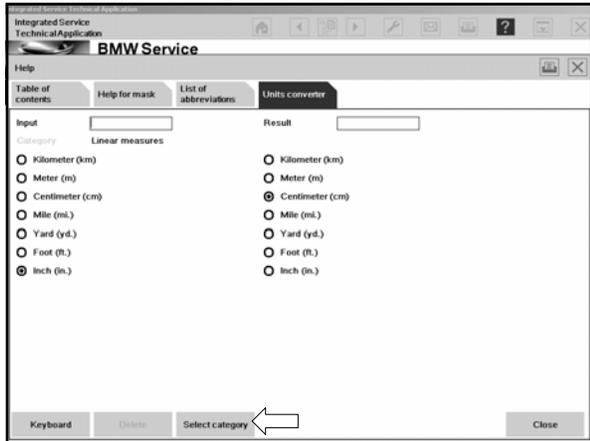
- Follow the test plan "B6300_70000 - Supply, footwell module (FRM)"
- The test plan will state "Repair short circuit and restart test module"
- Note: Replacing the FRM will not fix this problem

Workshop Technology

Information

- ISTA Units Converter
 - Thanks to Tariq Ahmed - Technician BMW of Mountain View





- Tooltime Video
- Battery Chargers

Product Quality Update

- Quality Feedback Awards

Product Quality Update

Diagnosis Feedback

- Diagnosis Feedback Winner
 - 3 per month
 - \$50
- Diagnosis Feedback Champion
 - 1 per calendar year
 - \$500

Product Quality Update

Diagnosis Feedback

- May Winners
 - Fred Pirolo – Bert Smith BMW
 - E39 - SP000008712 DSC Pressure sensor the component location incorrect (located on RH side of DSC Hydraulic unit)
 - Correction: ISTA D2.27 (September) Congratulations!

Product Quality Update

Diagnosis Feedback

- May Winners:
 - Jim Webb – Rusnak BMW
 - E36 – DME fault with no description (0) Undefined fault “FE and FB” minor and major leak.
 - Correction: ISTA D2.27 (September) Congratulations!

Product Quality Update

Diagnosis Feedback

- May Winners:
 - Brent Lanoue – Isringhausen Imports
 - E39 – DME fault with no description (0) Undefined fault "45 Catalytic - converter conversion, Bank 2" shown with GT1
 - Correction: ISTA D2.27 (September) Congratulations!

Product Quality Update

Diagnosis Feedback

- ISTA D2.26 next ISTA release (July)



Product Quality Update

Technician's Award

- Technician's Award Winner
 - 1 per month
 - \$200
- Technician's Award Champion
 - 1 per calendar year
 - \$1,500

Product Quality Update

Technician's Award

- May Winner
 - Bryan Fyler
 - Winslow BMW of Colorado Springs

Congratulations!

E series	Model	Engine	Production date
E70	X5 35D	M57Y	3/13/11

Description of customer's perception

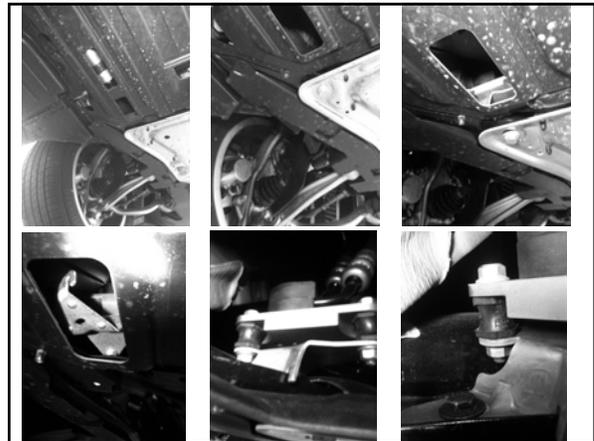
Rattle being heard on acceleration from front of the car from about 30-45 mph

Cause (Workshop fault description)

power steering hose bracket not bolted to the left rear area of the subframe

Work performed

Found power steering hose bracket at the rear of the subframe not bolted down. Installed a bolt and installed the bracket into the proper location. As requested, I've attached more pictures of the car. They are the images named 6.8.11a-e. I tried to get better images starting from farther away and moving in closer. The location of the bracket could not be determined well enough, so I was informed. The bracket that was loose is at the drivers rear corner of the subframe, right next to the drivers side rear corner of the reinforcement plate. Take note there is a nut insert right next to the plate as well, which is what the bolt threads into. I do not have picture editing software that allows me to apply circles to the area, or I would do that. The last image shows the view from above where I installed the bolt, which is black in color. Let me know if these images are sufficient.



PuMA Tips & Tricks

Information

- To edit photos and screenshots with circles and text here are a couple of programs to check out:
 - Jing – <http://www.techsmith.com/jing/>
 - SnagIt – www.snagit.com
- Thanks to Bill Bledsoe at Flow BMW for bringing this topic up.

PuMA Tips & Tricks

Information

- Attachments up to 10 MB can now be added
- Additional file formats are now accepted:
 - *.avi, *.gif, *.jpg, *.mov, *.mp3, *.mpg, *.msg, *.pdf, *.trc, *.val, *.wav, *.xml, *.zip

- Tech Training Express Videotape
- Tire/wheel balancing

Product Quality Update

Information

- E82 (1 Series M Coupe)
 - 1200 Mile Service Interval Maintenance Requirements

Product Quality Update

Information

- Transmission oil change during the 1200 mile service
 - No longer a requirement
- Transmission oil change still active at every third engine oil service
- Paired with the rear differential oil change

Product Quality Update

Information

- Due to manufacturing and labeling issues the distribution of MTF LT5 has been delayed
- Once available a DCS message will be created
- Refer to SI B00 01 10 for additional details

Product Quality Update

Information

- E82 (1 Series M Coupe), E9X (M3)
 - Rear Differential Maintenance Requirements

Product Quality Update

Information

- Only use specially formulated differential oil
 - PN 83 22 2 282 583 for rear diff oil changes
- All other M (except E70/E71 with S63) vehicles still require differential oil P/N 83 22 9 470 080 (SAF-XJ)

Product Quality Update

Information

- SI B33 02 11 will be released shortly
- Operating Fluids Manual will be updated shortly

Product Quality Update

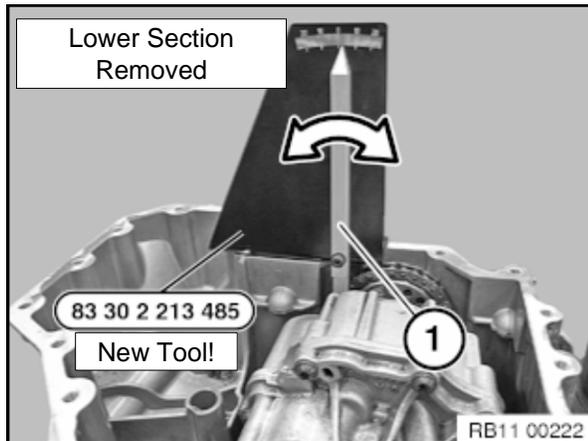
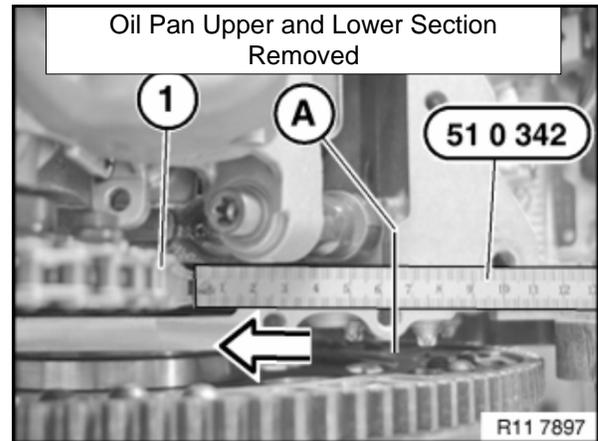
Information

- All models with N63 engine
 - Engine oil pump replacement procedure

Product Quality Update

Information

- REP 11 41 000
 - Indicates two separate procedures for the oil pump drive chain preload



Product Quality Update

Information

- Use special tool 51 0 342 until further notice
- New special tool 83 30 2 213 485
 - Planned for automatic tool shipment in July 2011

Product Quality Update

Information

- Do not order the new tool
 - Wait for the automatic tool shipment
 - Placing orders early will reduce stock and delay the Automatic Tool Shipment to all centers

Product Quality Update

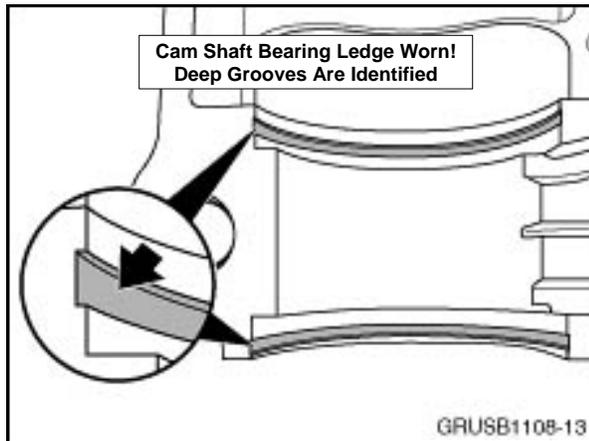
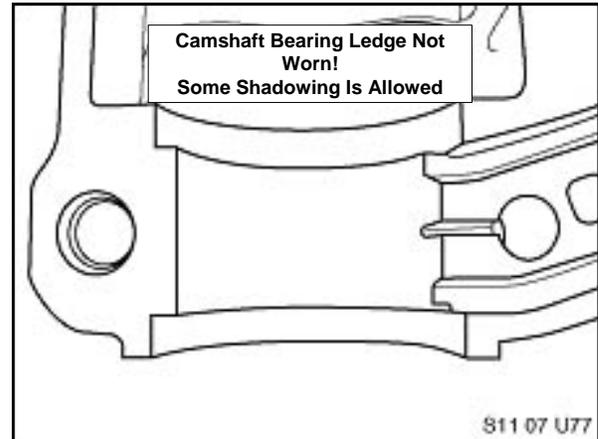
Situation

- All Models With NG6 Engine
 - VANOS Fault Codes 2A82 and 2A87 Update
 - Camshaft Bearing Ledge Wear Identification

Product Quality Update

Situation

- Step 5 of the VANOS test plan
 - Indicates need to inspect the camshaft bearing ledges
- Parts are being replaced that are not worn



Product Quality Update

Procedure

- If the VANOS test plan is inconclusive:
 - Inspect the oil filter cap insert
 - Replace both VANOS solenoids
 - Replace the engine oil and filter
- SI B11 02 08 has been updated

- Videotape
- TeileClearing/Shop Foreman Rotation

TeileClearing

Information

- TC changes introduced July 2011
- Removed:
 - RAD2, RAD2+
 - CHAMP2
 - CIC (without navigation)
 - A/C
 - Crankshaft and Camshaft

TeileClearing

Information

Added:

- Tank ventilation valve (Purge valve)
- Components of the SCR

TeileClearing

A Challenge! (update)

- All vehicles with Panoramic Sunroof
 - Reduce avoided replacement rate to less than 10%

62%
reduce to
<10%

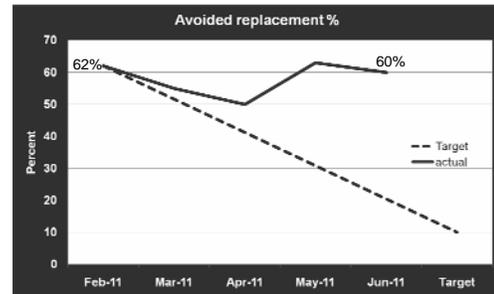
- Sunroof will then be taken off TC

TeileClearing

Remember

- The avoided replacement rate indicates how often we identify that a complete roof or frame replacement is not necessary
- A TC case is ONLY required for a complete roof or frame replacement
- No TC case is required for repair kit

TeileClearing

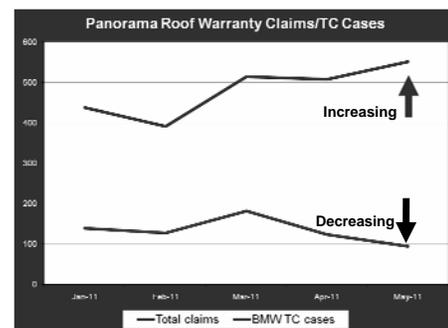


TeileClearing

Summary

- Chart shows no apparent improvement
- Test plans are still not being run
- *Increasing* warranty claims and *decreasing* TC cases is a good trend

TeileClearing



TeileClearing

Resources

- Various other SIBs in group 54 (search using Keyword “panoramic”)
- Videos on ICP – follow link on ICP Home page
- B54 01 11 (how to locate test plans)

TeileClearing

- Videotape
- Finding Panorama Sunroof Test Plans

Technical Support Survey

- Information
 - Announced in DCS message last week.
 - Feedback on services provided by:
 - Technical Support Engineers
 - TeileClearing
 - Parts Consulting Group
 - Satisfaction fulfilling existing needs
 - Future plans and development
 - Survey will remain open through July 8th

Technical Support Survey

BMW Group Technical Support Satisfaction Survey

14. Which hours is your workshop open Monday through Friday?

15. How many technicians are working during these hours?

16. How many shop foremen are working during these hours?

17. If your workshop is open beyond 8:00 - 5:00 (local time), what type of work is performed during those hours? Select all that apply.

- Maintenance Only
- General Service
- Carry Over from earlier shift
- Programming
- Quick Service
- New Vehicle Pre-Delivery Inspections
- Used Vehicle Repairs
- Used Vehicle Delivery Preparation
- Diagnostics
- Detailing

Video Questions

Information

- Technician Submitted Video Questions
 - Filmed in quiet and well lit area
 - State your name and dealer
 - Only general technical questions
 - Short and concise
 - Review video with Service Manager/Foreman before submitting video

Video Questions

Information

- Technician Submitted Video Questions
 - Send videos to tc@bmwna.com
 - Include name, contact number and dealer