Warranty Claims for Software Update Programming (Progman)

E65/E66 (7 Series), E60/E61 (5 Series), E63/E64 (6 Series)

E90/E91 (3 Series)

Labor associated with Programming/Coding may be claimed under Warranty when performed as part of a vehicle repair, and is covered under the terms of the New Vehicle Limited Warranty. In addition, Programming/Coding may be claimed under Warranty when it is part of a Service Action or Recall.

This Service Information introduces the six allowable reasons that software update programming may be claimed under Warranty.

There are constant improvements and enhancements to BMW products that result in new software releases. However, it is not BMW policy to constantly update vehicles with new software as it becomes available. This practice is time consuming, costly, and in most cases, offers no tangible benefits to the customer.

In situations where BMW identifies potential customer complaints, the fixes are integrated into the diagnostic test plans, and/or announced via a SIB. If the test plans have been completed, and SIBs reviewed without identifying a software update fix, there is no reason to believe that a new version of software may correct a customer complaint.

The six allowable reasons that software update programming may be claimed under Warranty are as follows:

1. Programming was required after control module replacement.
2. Programming was required in a Service Information Bulletin to address the customer complaint or a Service Action/Recall.
3. A Programming Validation Code (GW Code) was provided at the end of a diagnostic test plan.
4. Programming was recommended following a PuMA contact.
5. Programming was recommended following contact with a Field Service Engineer.
6. Software update programming was required as part of an electronic accessory installation*

Warranty claims for software update programming for any other reasons will not be considered for payment.

*IMPORTANT: The installation of some accessories such as satellite radios and CD disc changers require a change to the Vehicle Order (VO). This function is carried out using the "Retrofits" section of Progman. When connecting to Progman to perform the "Retrofit Coding", the Status Report will indicate if a software update is required. This software update must be performed before the "Retrofit coding" can be carried out.. The software update required to prepare the vehicle for the "Retrofit Coding" of the accessory is covered under the New Vehicle Limited Warranty. Any other Progman programming and recoding of the vehicle software specifically associated with the installation of the accessory should be included in the customer pay installation charge. See Parts Information Bulletin 65 12 04, dated October 2004.

The warranty claim must include in the "Comments" section, a clear reason for the programming work. In cases where the reasons are not clearly stated, this may result in delay of claim payment. Examples of acceptable comments are provided below:

Reason	Example Comments
1. Programming was required after	*Replaced DME per diagnostic test plan for*

control module replacement	*customer complaint of "Check Engine" lamp on*
2. Programming was required in a Service Information Bulletin to address: the customer complaint or Service Action/Recall	*Fault code 94E7 in SZL for customer complaint of airbag light - reprogrammed per B61 14 03,* *Or* *Reprogrammed per Service Action B61 03 04*
3. A Programming Validation Code (GW Code) was provided at the end of a diagnostic test plan	*S/W update per Programming Validation Code 12345678 for customer complaint "Information display locked up"*
4. Programming was recommended following a PuMA contact	*Reprogrammed vehicle per PuMA case 2143745*
5. Programming was recommended following contact with a Field Service Engineer	*Reprogrammed vehicle per FSE John Smith (+ give specific details of case)*
6. Software update programming was required as part of an electronic accessory installation	*Software update for Aux adapter retrofit*

DEFECT CODE AND LABOR ALLOWANCE

If the repair is covered by a Service Information Bulletin that contains a special Defect Code and Labor Allowance, this Defect Code and Labor Allowance must always be used. For repairs that do not have a special Defect Code or Labor Allowance, the following may be used as a selection guide:

- DEFECT CODE
  - Selected from KSD based on the control unit that was the cause of the work being performed.
- LABOR ALLOWANCE
  - Selected from KSD based on the work that was carried out and documented.
  - The KSD provides labor operations for:
    - Programming
    - Initialization
    - Settings
    - Repeat programming

All claims must be supported by copies of the Measures Plan and Final Reports produced at each stage of the programming process. These documents are to be printed and attached to the customers work order. Workshop test equipment must be connected to the workshop network and set to transmit FASTA data in order to support repairs performed.

In the case where Progman requires the replacement of control modules, or additional programming because certain control modules failed to program correctly, print out the Measures Plan and Status Report/Final Report as described in the CIP programming procedure (B09 05 01), and attach these reports to the RO in the vehicle file. The Defect Code, Labor Operation, and Labor Allowance for this additional work should be selected from the KSD. This applies to either software update, or "customer pay" programming/retrofit. Please describe the situation in the Warranty claim comment section.