SI B 07 10 07
Workshop Environment Systems

October 2007
Technical Service

SUBJECT
Importance of Using the Most Current Diagnostic / Programming Software

MODEL
All

SITUATION
A worldwide review indicates that the US market has one of the highest rates of using old (outdated) diagnostic and programming software. This may lead to outdated repair methods, diagnostic steps and programming procedures to be performed, which may result in improper repairs and/or additional repair time.

CORRECTION
Please check now to confirm that all of your diagnostic and programming machines have the latest software installed.

For reference at any given time, the latest available software can be found by clicking on "SW Versions Chart" under the Service Information section of the TIS website.

It is equally important that you review your established process to ensure that updates will be loaded in the future in a timely manner.

INFORMATION
Diagnosis:

Using an old version places technicians at a disadvantage by compromising their ability to accurately diagnose and correct a customer complaint, can result in inappropriate repair costs, lowers your opportunity to repair the vehicle right the first time and contributes to customer dissatisfaction.

Technicians also become frustrated in the belief that they did all that they could to find a cause and correction when, had the latest DIS version been used, diagnostic assistance may have been available.

For example, as of October 2007, we see that current production vehicles are being diagnosed using a 2005 version such as DIS V44.0, even though we are now at DIS V51.0. It is not possible that this older diagnostic software would have the appropriate information for a recently produced vehicle.

New releases are published four times per year. Each new release has new test modules and extensive improvements to existing test modules.

Please provide us with diagnostic feedback if you are aware of any problem with the current diagnostic software, including such situations as a test plan not available now that was available with a previous version, a test plan that does not function properly, or any other test plan complaint. This can be done easily - refer to SI B07 07 06 (Diagnosis Feedback) or send an e-mail with complete details to Diagnose.Feedback@bmw.com.

You can understand why we may not answer a PuMA case if the latest software is not used.

Programming:

Programming with an old version risks additional service visits and customer dissatisfaction. There will also be unnecessary repair costs if a control module is needlessly shown in need of replacement because the part number is not recognized.

Similar to diagnosis, many vehicles are being programmed with outdated software. As of October 2007, we see vehicles being programmed with Progman V25.2 instead of the current version Progman V27.1.

There are four main Progman releases per year, with supplementary releases in between. Each new release contains fixes for known problems in existing vehicles and new data for the latest production vehicles.

In cases where programming consistently fails when using the latest Progman version, please submit a PuMA case with complete details.

WARRANTY INFORMATION

We are not fulfilling our obligation to our customers and technicians if the latest diagnostic and programming software levels are not being used.

The use of outdated diagnostic and programming software will be challenged going forward and may result in the denial of warranty repairs.

Please assist us by verifying the installation of the most current software in your workshop so that such denials will not be necessary.