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Product and Measures Management Aftersales

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Product and Measures Management Aftersales (PuMA)

OBJECTIVES

After completion of this module you will be able to:

- Understand the process that enables PuMA to be successful
- Understand the information expected in a PuMA case
- Review and understand what makes a “good” PuMA case
- Understand the different documents that can be generated from PuMA
- Understand the importance of the FASTA data transfer with respect to PuMA

Introduction

Product and Measures Management Aftersales (PuMA) is the preferred method of communicating service issues that may be encountered at the centers. As of February 2005 PuMA is the only method of first contact with the technical hotline department.

There are four major components of information utilized by PuMA. These four components are:

QC Info

Quality Control Information report (Pink Sheet) is created by the technician when informing BMWNA of a quality issue. Information included in these reports is used by the engineering department to identify and resolve product issues. Create a QC Info when a response through PuMA is not expected.

Case

Cases are created by the technician and forwarded to the Hotline. The Hotline responds to the Case with a recommendation. The Case will appear in your Mailbox with a green diamond which alerts you to the response. Only users at the center where the Case originated will be able to see and read the Case and the Hotline's response. Cases expire after 90 days.

Service Information

This module is not meant to be an owner's manual for PuMA but rather explain the process behind PuMA. Technicians should already familiar with the interface used in PuMA and how to submit PuMA cases.

Procedure

PuMA was established to assist center technicians who are faced with difficult to diagnose technical problems. In order to provide proper service to all centers, the following points must be adhered to before submitting a PuMA case:

- The technician assigned to the vehicle must have training directly related to the vehicle or system.
- All available resources must be reviewed; these include but are not limited to: Service Information Bulletins, Service Measures, TIS, DCS messages, Service Round Table, Training manuals, Repair Manual Instructions, DIS Functional Descriptions. Refer to attached Technical Protocol for more details.
- Required checks must be performed. For example, diagnostic test plans, verifying circuit integrity, power and grounds, and reviewing vehicle service history. Refer to attached Technical Protocol for more details.
- The Shop Foreman / Team Leader must be consulted.
- Service Managers, Shop Foremen and/or Team Leaders are the only BMW center personnel who can submit regular PuMA cases. Note: All technicians who have completed the required training for the vehicle or system in question can still submit TeileClearing cases in PuMA. Please refer to **SI B00 03 07** (PuMA Enhancements for TeileClearing Process).
- The vehicle must be in the shop. In order to aid the Regional Technical Engineer in diagnosis, your diagnostic tester must have transmitted FASTA data indicating that all relevant test modules have been completed.

When not to submit a PuMA case:

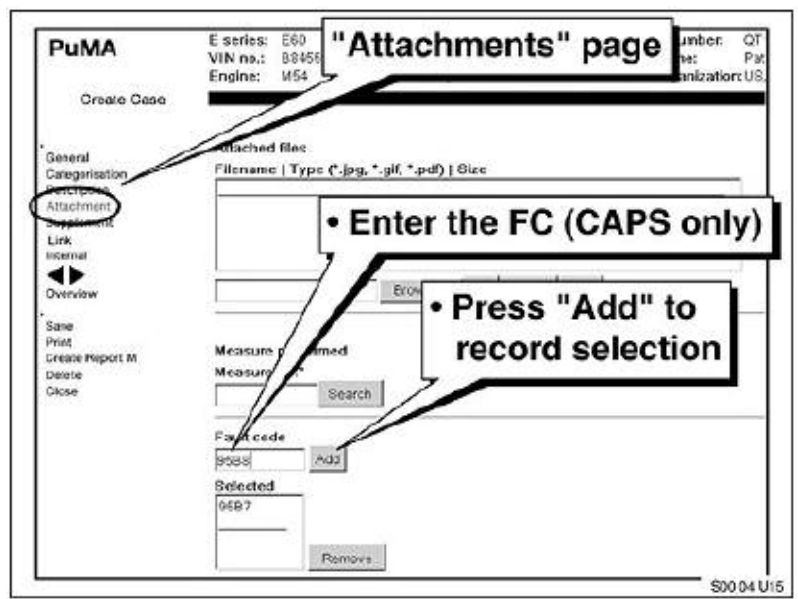
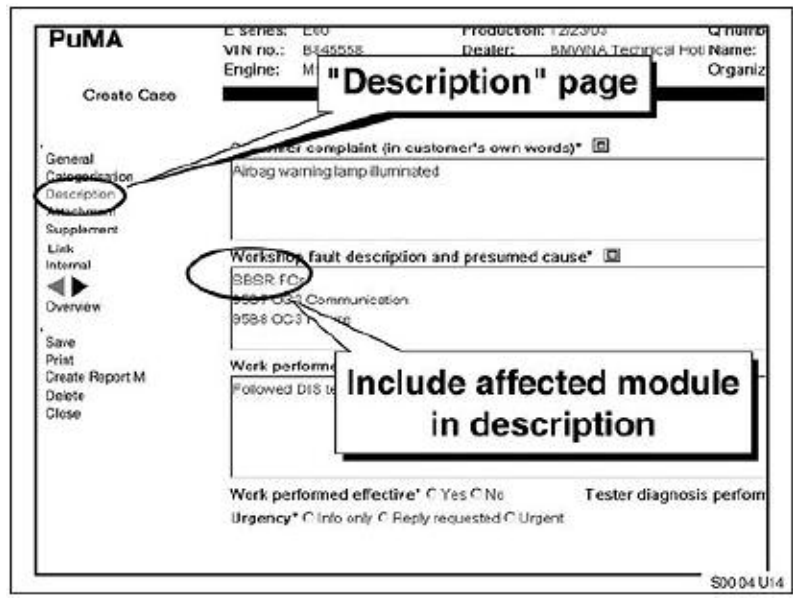
- A PuMA case should not be submitted for Warranty approval except for Enhanced Technical Support (refer to **SI B00 03 06**) or other specific issues noted in DCS messages or Service Information Bulletins.
- A PuMA case is not authorization for a warranty repair or work time, nor is it needed to validate test module results. Contact your Market Team where required by the Warranty Policies & Procedures Manual.

-
- For Parts-related problems and information, the Parts Consultant Group should be contacted by your Parts department at (800) 272-0202
 - For radio security codes. You can obtain the security codes through DCS or faxing in your request to 201 930 8424 as per SI B65 05 99.
 - If you wish to inform us of a quality issue, and no technical assistance is required, please utilize PuMA to submit a QC Info (Pink Sheet).

Creating a PuMA Case

After exhausting all available resources, please ensure that all cases contain the following information before submitting a case:

- A full detailed description of the complaint and whether or not the complaint has been verified.
- A detailed description of the operating conditions, environment, road conditions, anything related to the complaint or conditions under which it can be duplicated. The details must sufficient to insure that the person reading your case will be able to understand the situation and or duplicate it if necessary.
- Identify any work previously performed during each service visit, for the same complaint.
- Results of tests performed, i.e. fuel pressure, fuel mixture adaptations, resistance values. Always provide specific readings, statements such as “in spec” and “good” are not adequate.
- When creating a case regarding Automatic Transmissions, please include “GM” or “ZF” in the subject line and the serial number of the installed transmission, in the “Work Performed” field of your case. Also include the transmission fluid level and condition. If the problem concerns shift characteristics, include the specific shift (i.e. 1-2 or 5-4) that is causing the complaint.
- Where fault codes are stored, include the name of the module concerned in “problem description” and the actual fault codes in the “fault code” box. Use Capital letters only.
- When a fuse is affected/blown please include the fuse number as a fault code. Use the format capital F###. As an example, if fuse 55 is blown please include this fault as F55 in the "fault code" box (see illustrations FC).



Note: PuMA cases not fulfilling the above mentioned rules will be rejected and returned without processing. Faxed-in requests will no longer be processed.

The response will be shown by a green diamond next to the case in your PuMA inbox. If you resubmit your case for any reason, your case will be given a new time stamp. As a result, your response may be delayed because cases are processed on a first-in, first-out basis. When the vehicle complaint is corrected, update your case with detailed results.

URGENT PuMA CASE

Only shop foremen or service managers may submit "Urgent" cases. In the event of a critical issue, submit a PuMA case and mark it as "Urgent". Then call your Regional Technical Engineer. The RTE will provide technical support via phone and then update the PuMA case at the next opportunity.

This rapid response is only possible under the following conditions:

- Applies only to critical cases requiring immediate response.
- A direct callback number (such as a cellular phone) is provided in the "Phone Number" field.
- The reason the case is urgent is specified in the "Customer Complaint" field.
- Occurs during BMW of North America, LLC business days.

NOTES

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Construction Groups

Below you will find a list of construction groups. Please use this list to select the proper "Area" when creating your case.

Drivetrain (Area Selection: Powertrain)

- 11 Engine
- 12 Engine Electrical including DME, starting and charging systems
(For defect categorization of cruise control issues, use 6571.)
- 13 Fuel Systems
- 16 Fuel Supply Systems including tank senders
- 17 Cooling Systems
- 18 Exhaust Systems
- 21 Clutch
- 22 Engine and Transmission Mounts
- 23 Manual Transmission including SMG
- 24 Automatic Transmission including EGS and AGS
- 25 Gear Shift Mechanism
- 26 Drive Shaft
- 27 Intermediate and Special Transmission
- 31 Front Differential and Output Shafts
- 33 Rear Axle Differential and Output Shafts
- 71 Tools and Accessories (Engine-Chassis)

Electrical System (Area Selection: Electrics/Electronics)

- 09 Coding and Car Key Memory
- 61 General Electrical Systems including EWS, Central Locking and Power Windows
- 62 Instruments
- 63 Lights
- 64 Heating and A/C
- 65 Audio, Navigation, Monitors, Alarms, SRS
- 66 Distance Systems, Cruise Control, Remote Control
- 72 Safety Belts and Accessories (Body)
- 84 Communication Systems

Chassis (Area Selection: Chassis and Suspension)

- 31 Front Axle
- 32 Steering and Wheel Alignment including Servotronic and steering column
- 33 Rear Axle excluding differential and output shafts
- 34 Brakes and Stability Control Systems including ABS, ASC+T, DSC and DTC
- 35 Pedals
- 36 Wheels and Tires including flat tire monitoring system
- 37 Special Suspension Systems such as EDC and EHC
- 71 Tools and Accessories (Engine-Chassis)

Body (Area Selection: Body and Trim)

- 41 Body
- 51 Body Equipment including mirrors and doors
- 52 Seats including fitted electrical components
- 54 Special Roofs including sunroof and convertible top with fitted electrical components
- 97 Corrosion Protection
- 99 Paint Work

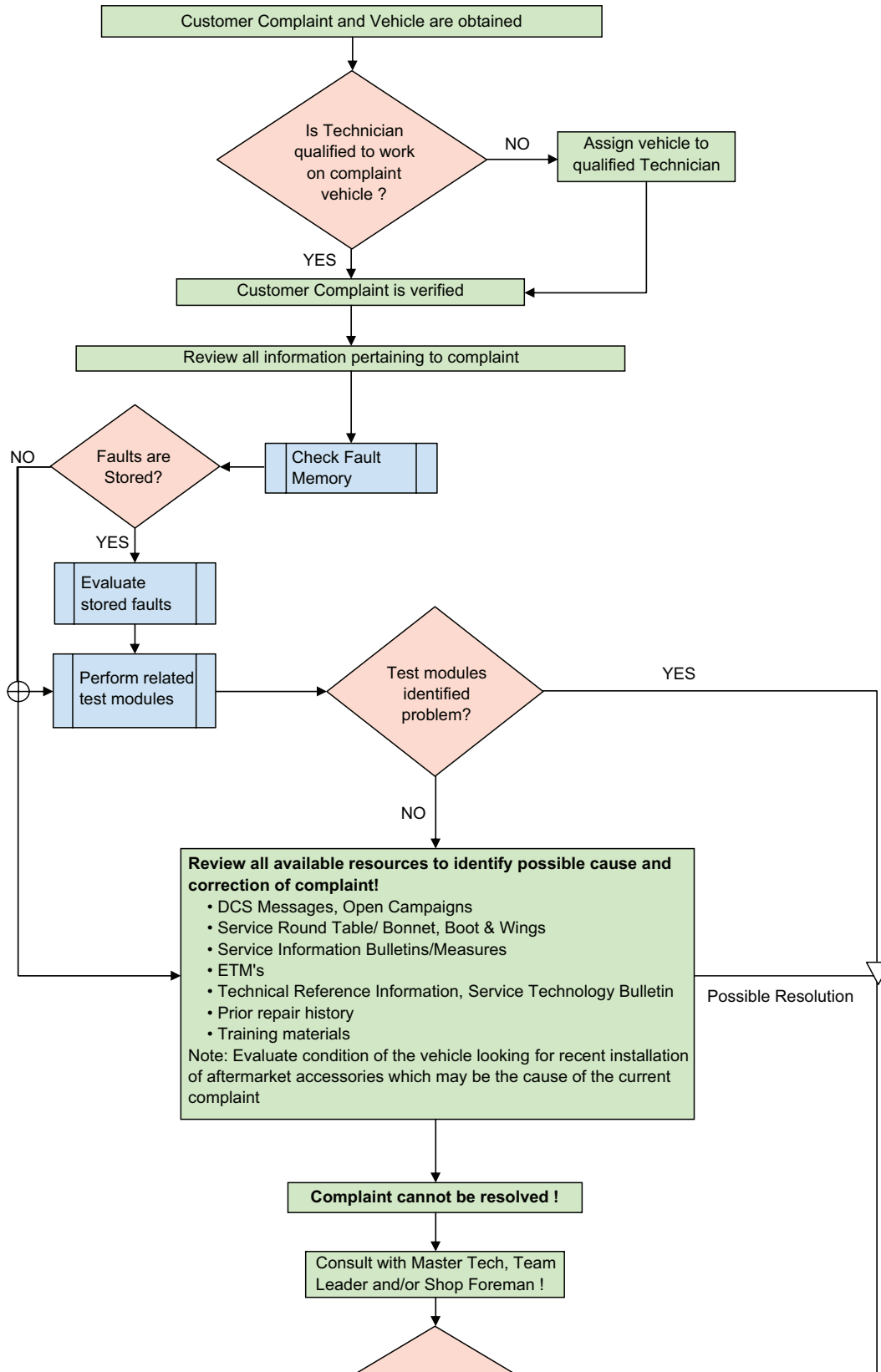
General

06 Service Roundtable

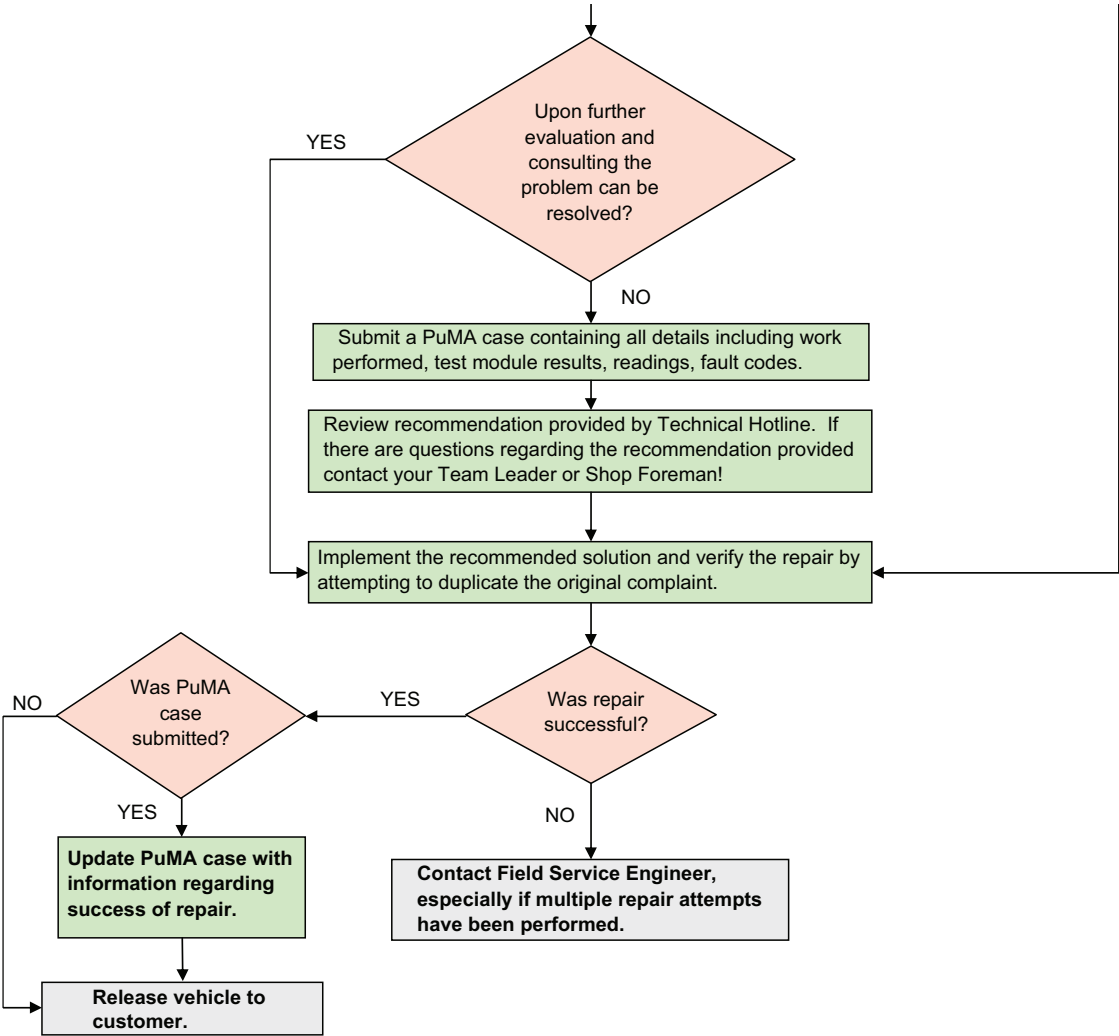
Note: Laminated cards reflecting the technical groups and their subjects was sent out free of charge to all centers to the attention of the BMW Service Manager. Additional copies may be ordered under SD92-201 through BMW TIS website as per SI B10 02 02.

For additional information regarding BMW Group Technical Support please refer to bulletin SI B00 04 02.

Procedures Flowchart



Procedures Flowchart (continued)



Examples

Case 1

Case additions

Case no. 1234567	Subject X5 3.0 LOW OIL LIGHT ON	
Status date 01/02/05	Status In process by tech. Office	Date created 01/01/05
Dealer 123456, BMW of Place	Organization US, CAR	
Reporter Technician Case 1	Phone no. / Availability (from/to) 5551234567	

VIN no. (last 7 digits) AB12345	Vehicle identification no. 1ABCD123E4FG56789	Details FBM
E series E53	Engine M54	Production date 12/4/02
Gearbox AUT	Model X5 3.0i	First registration 10/6/03
Country version USA	Body GEFZG	Steering LL
Engine number 28695210	Gearbox number 0752172RXU	
Mileage 24208 mls	Workshop visits 2	

Fault

Fault location Drive, Engine	Nature of fault Fails to operate, Switch-off	Condition Engine operation, Engine off
--	--	--

Defect

Main group
12 Engine Electrical System

Subgroup
61 Oil pressure, oil temperature, oil level indicator

Location
00 Thermal oil level sensor (TOENS)

Defect Code
1261001400

Defect text
Thermal oil level sensor (TOENS) occasional malfunction

Module
40-44

Area
Electrics/Electronics

Fault code

Measure performed

Case 1 (continued)

Measure no.

Subject

Customer complaint (in customer's own words)

CHECK ENG OIL LEVEL MESSAGE COMES ON WHEN TURNING OFF CAR

Workshop fault description and presumed cause

INCORRECT SIGNAL FROM OIL LEVEL SENSOR. PERFORMED SHORT TEST NO FAULTS IN DME

Work performed

REPLACED OIL LEVEL SENSOR

Work performed effective

No

Tester diagnosis performed

Yes

Urgency

Reply requested

Released Measure

Measure no.

Subject

Assigned report

7654321

Subject

Technical - Unjustified Case

[View](#)

Previous recommendations/queries/additional information

Additional information 01/02/05 9:44 AM EST Technical Hotline Specialist

This is covered in SI B 11 07 03.

New Additional information

Vehicle return

From

123456, BMW of Place

To

Date

Tech. Office ref. case

No

Ref. case AG

No

Keep defective part

No

Internal note

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