ISTA: Important notes concerning version 4.36.3x

Please note the following concerning ISTA version 4.36.3x for programming models I20

When programming I20 vehicles with ADCAM low (without SA 5AU) to 22-07 the control unit validation might fail. The technician will see the following error message in ISTA:

2. After pressing "Next" ISTA will automatically generate a Validation request file "ValidationRequest_VIN_xxx.json.zip" and opens a dialogue to save this file.

3. Please save the file and continue with measure plan execution.

4. Before sending the file please check if ADCAM low is the root cause of the problem:

   - If the **DTC 0x025D80 - ADCAML: Certificates (type 1) not ready** is active in the vehicle please continue with step 3 and do **not** raise a TSARA ticket.

   - If this DTC is not in the vehicle please raise a normal TSARA ticket.

5. The request file must be sent to the following E-Mail:
   adcam-repair-ee332@bmwgroup.com
   Please send the file as it is, do not zip it again, unzip it or rename it. Please send only one request file per E-Mail.
   Example:
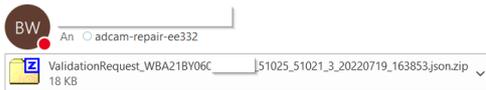
6. First you will receive an auto response mail that your request was successfully sent. If the process in the backend is finished you will receive a second response to your E-Mail address Note: if the process works as planned, the response should be received within 30 minutes.
   Response example:

7. After the positive response you can start a new ISTA session. Please perform an overall coding of the vehicle. This should now work without issues. After this step the Adcam low issue ist fixed.

Problem handling:

1. No receipt of auto response E-Mail => Check your E-Mail (mail box full, firewall) and fix E-Mail problem or resend from different mail account
2. No receipt of "Success E-Mail": The answer should be received within 30 min, in case of delay please wait 2h before contacting technical support
3. Negative response E-Mail:
   - Check if mail was sent correct; (only one request file per E-Mail; file was sent as saved by ISTA no zip/unzip operation or renaming was performed)

- Resend E-Mail from different mail account

In case this does still not work please contact technical support

4. Positive response e-mail, but overall coding does not work => contact technical support