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| Retail Operator<br>General Manager               | Sales<br>New Motorcycles | Sales<br>Pre-Owned Motorcycles                                                                                | Business Manager<br>(F&I) | Service | Parts &<br>Accessories | Administration |
| Date: October 2012<br>Bulletin # 00 008 12 (018) |                          | Source: ASAP Release Notes<br>Name: Shawn McLean<br>Title: Service & Technical Manager<br>Phone: 201-307-4131 |                           |         |                        |                |



## BMW Motorrad USA

### Service Information Bulletin

**Subject:** MOSS Hybrid V8.0 Release, ISTA D2.32 Release Notes and MBOX Update

**Models:** All current MOSS PC applicable models

**Installation:** DVD sets of MOSS Hybrid V8.0 will soon be sent to all dealers and included as part of a normal stock order, part number 01 99 7 721 741. The software package "MOSS hybrid V8.0" consists of three DVDs, which have to be installed on the MOSS, much like what was done with Hybrid V7.0. Each DVD set contains installation instructions.

The DVD-set "MOSS hybrid V8.0" includes diagnostic data based on ISTA D2.32.

Release Notes are typically available in the Download section of MOSS but highlights are included here for your convenience.

Diagnostics D2.32 is published with the ISTA application V418.

#### Important Note:

**It is highly recommended that you document the network configuration settings (such as printer settings and static IP address if used) before installing MOSS hybrid.**

After a successful installation of MOSS hybrid all individual settings (language, network configuration, selected portal, standard printer,) should be taken over automatically.

The start screen of MOSS hybrid shows the number of protocols which could not be sent back. If sending is not carried out in the first few minutes after the boot of the MOSS hybrid please contact MOSS support.

All appropriate applications will be updated automatically. At the date of installation further update versions can be available. It is recommended to install all updates before using MOSS hybrid. Approximately every two weeks new VIN packages for ISTA will be provided as updates.

**New Contents:** The complete Interactive Diagnostics is available in ISTA for the following models:  
F 700 GS (K70)  
F 800 GS (K72/11)  
G 650 GS (R13/40) with engine control unit BMS-E  
HP 4 (K42)

**Additional New Contents** The Service Function "Calibration of DDC spring travel sensors" is now provided for the following model:  
HP 4 (K42)

## 1) General information

The MBOX firmware update 4.64 supersedes version 4.51, the as-delivered version. All users are advised to update the firmware of the MBOX. The USB cable required for the purpose is part of the basic scope of supply of each MBOX.

## 2) Contents

1. Predefined Measurements
  - a. New models included:  
K 1600 GT / K 1600 GTL (K48)  
C 600 Sport (K18)  
C 650 GT (K19)
  - b. "Default" as new menu item. Default oscilloscope settings for individual measurements at the vehicle.
2. Functional improvements:
  - a. Multimeter: Automatic measuring-range switchover (Auto Range) has been improved.
  - b. Pressure measurement: Sensor calibration (Set Zero) can now be done without pressurization.
  - c. Internal speaker can be deactivated.
3. MBOX Manager software
  - a. Improved communication between PC and MBOX.
  - b. Integration of the software into MOSS System Management (MOSS hybrid 8.0 and later).
4. Battery maintenance function for date-controlled discharge and charge cycle.
5. Bug fixes Fonts (only in the languages Russian and Japanese).

## 3) Two ways of updating the firmware

1. Online solution (MOSS)

In MOSS hybrid V8.0 and later, the MBOX Manager is integrated into system management. The MBOX firmware can be updated directly from the MOSS PC. It is not necessary to install the MBOX Manager software!

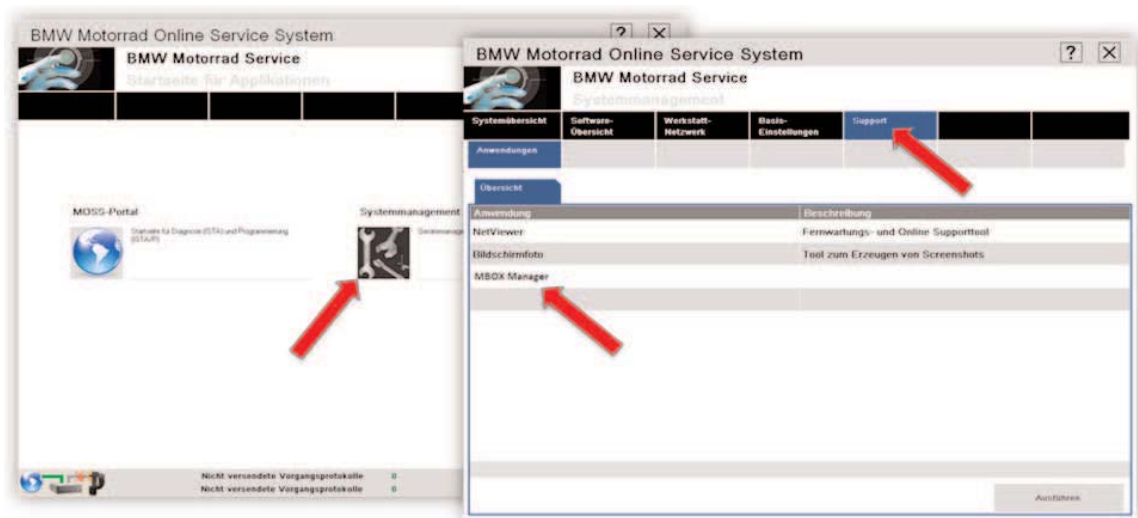


Figure 1: MOSS System Management

Note: English is the default language setting for the MBOX Manager on the MOSS PC. However, this language setting can be changed.

2. Server solution (ISIS)

All users without MOSS PCs have to install the MBOX Manager on some other PC. This entails running the file called "setup-4.64.exe" to install the MBOX Manager. Contact the Service and Technical Manager to receive this file.

**IMPORTANT**

Full administration rights are required

#### 4) Updating the firmware

**IMPORTANT**

Updating the firmware will delete all the snapshots saved on the MBOX. If necessary, back up essential data before updating the firmware.

**Information**

Snapshots saved on the MOSS PC can be downloaded only to an external data medium (e.g. USB stick).

1. Start the MBOX Manager and click on the "Firmware Update" button.

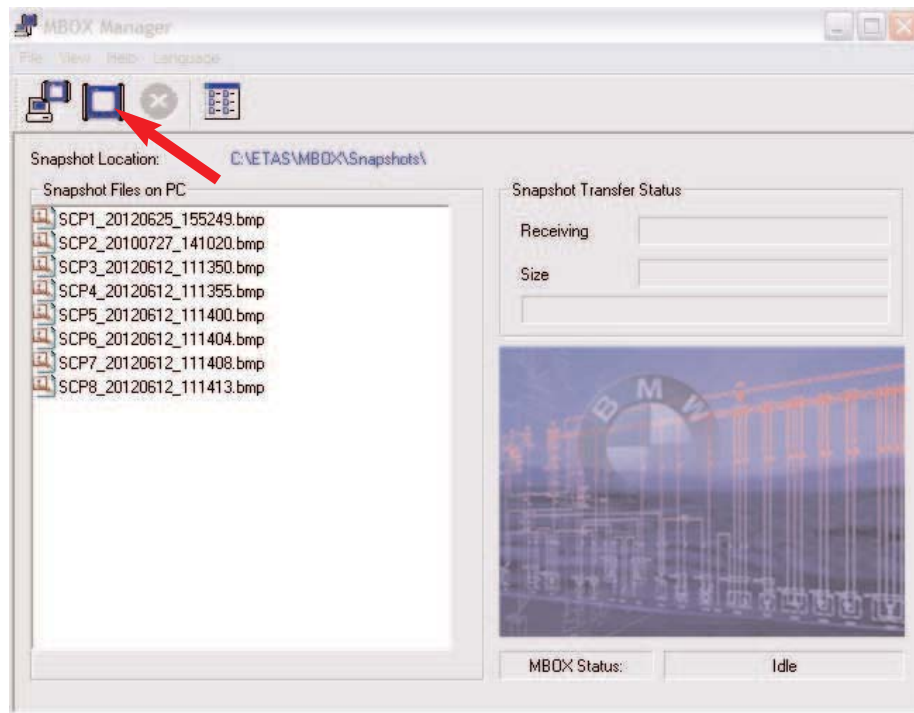


Figure 2: MBOX Manager, start page

2. A pop-up menu opens; follow the instructions as they are issued:
  - a. Connect the power supply unit to maintain the power supply to the MBOX
  - b. Connect the interface cable between the MBOX (COM1 port) and the PC
  - c. Start the MBOX in "Boot Download" mode:  
Press and hold down the "ArrowUp" key and switch on the MBOX.  
Do not release the "ArrowUp" key until "Boot Download Mode" appears on the screen.

See figure 3, next page

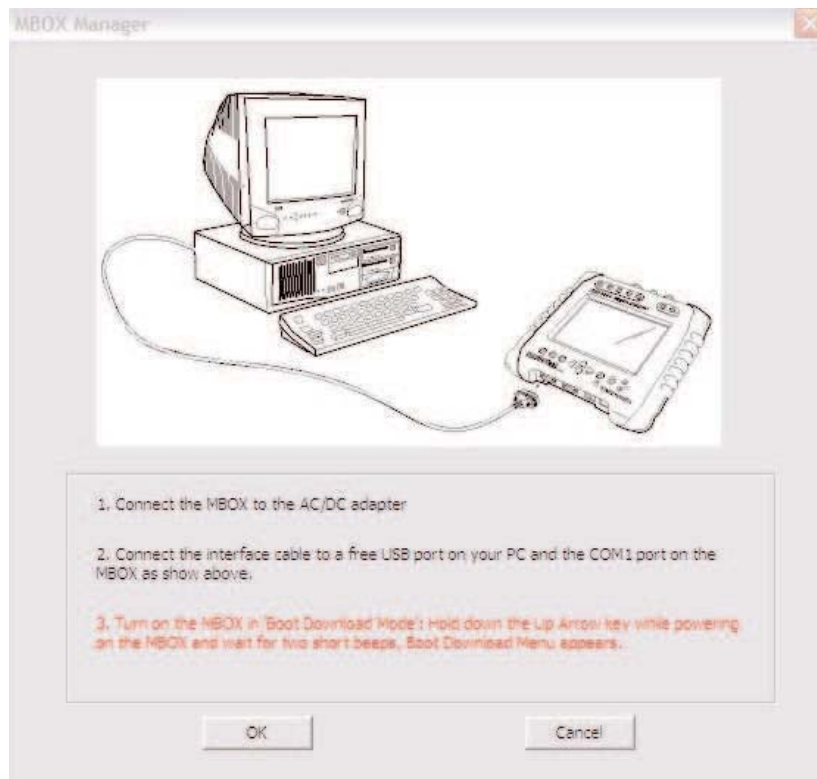


Figure 3: MBOX Manager, connecting cable

3. Select the firmware version and start the update (duration: approx. 30 minutes)

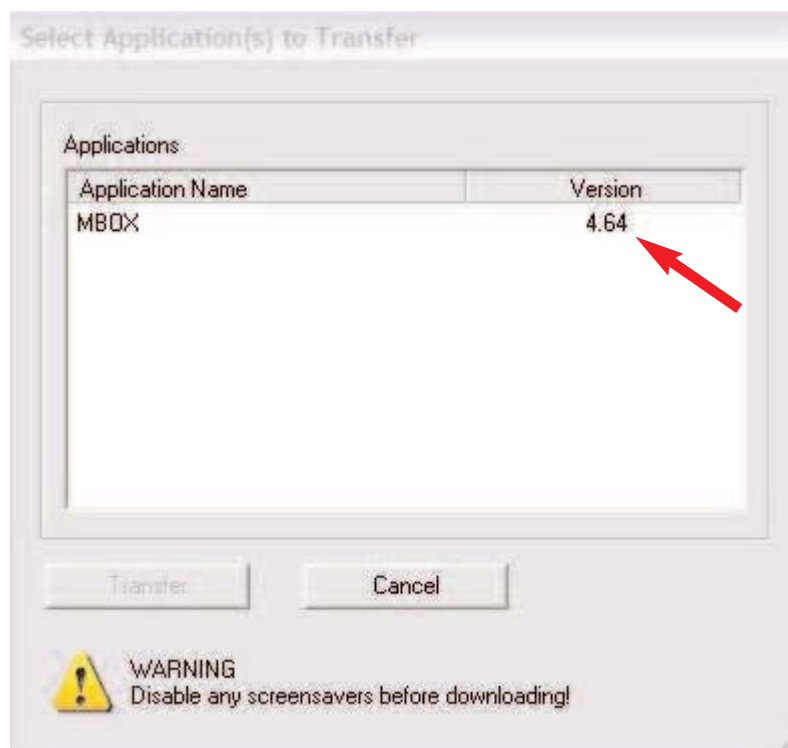


Figure 4: MBOX Manager, selecting firmware

## 5) Troubleshooting under Windows

(Possible only if the MBOX Manager has been installed on a PC. Not the MOSS PC.)

If it is not possible to establish communication with the MBOX or if the update procedure repeatedly aborts, step through the following routine in order to ascertain whether the PC dependably detects the interface cable:

1. Under Windows, select Control Panel (the example shown here is for Windows XP).
2. Start System and select the "Hardware" tab.
3. Start the Device Manager.
4. When you open the list of Ports with the cable connected, the list must include a Prolific USB-to-Serial Comm Port. When the cable is disconnected this entry must disappear from the list.

### Note

The address shown for this port (e.g. COM10) can vary and is assigned automatically. It is of no significance in regards to troubleshooting.

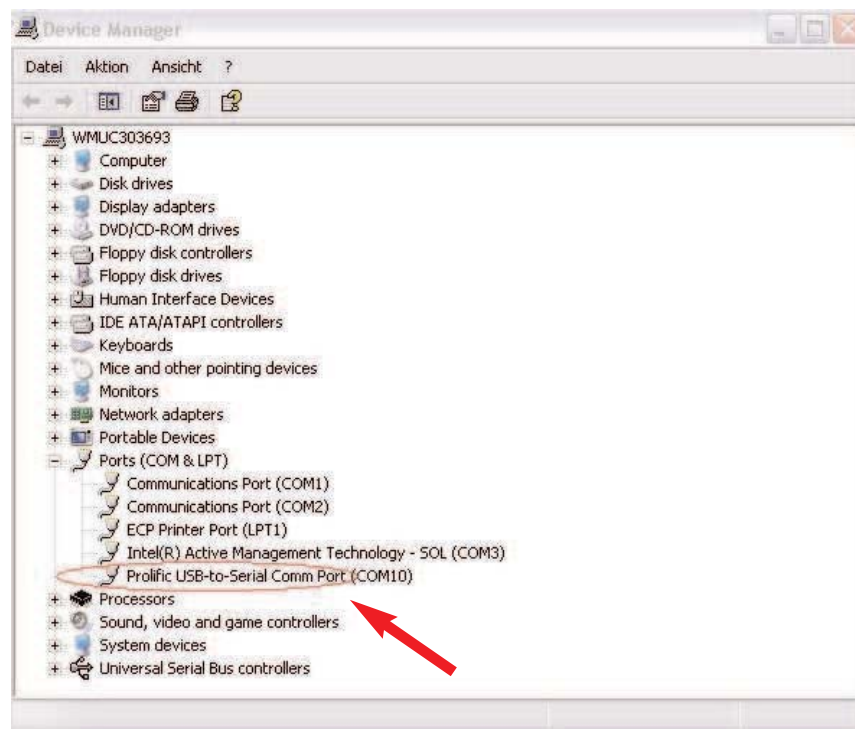


Figure 5: Windows Device Manager

If the cable is reliably detected but it is still not possible to establish communication with the MBOX, there is a possibility that hardware of the MBOX might have suffered damage. Under these circumstances contact MOSS PC support through the "Support Enquiry" link and submit a trouble ticket.

## 6) Requesting support

For the MOSS PC: Click on "Support Enquiry" along the left side of the screen and type in the necessary data.

For any connectivity/communication issues using the Server Solution (ISIS), click on the telephone icon at the top of the Workshop System Management page and type in the necessary data.

**Contact:** Service and Technical Manager