



SUBJECT

“Message” Option Is Missing After Programming

MODEL

F01

F02

F07

F10

With option 609 (Navigation System, Professional)

And

Option 6VC (Combox)

SITUATION

Messages can be sent to the vehicle and are received as indicated by the envelope icon displayed in the CID. However, the menu option “Message,” used to retrieve or access messages, is no longer available in the iDrive menu.

CAUSE

Software error with ISTA/P 2.49.2 to 2.49.4

I-Level F001-13-03-503 to F001-13-03-505

PROCEDURE

Do not replace any parts!

1. Verify the issue in the menus, shown below in steps 2 and 3.

- | | |
|--|---|
| | <ol style="list-style-type: none"> 2. This picture shows that a new message is received by the vehicle. <p>Note: The envelope icon can be seen in any of the displays (radio, multimedia, etc.).</p> |
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3. This picture shows the ConnectedDrive menu with no “Message” option.

4. Program the vehicle using ISTA/P 2.50.2 or higher. The new I-level F001-13-07-503 or higher.

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software.

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

Note: When the ISTA system message displays: Battery voltage only “XX.XX” V. Please connect charger. Please note the displayed battery voltage reading in the repair order comments section.

5. Retest by checking the menus for the “Message” option.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty or the BMW Certified Pre-Owned Program.

Defect Code:	84 11 50 05 00
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Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
and if necessary, also		
61 21 528	Refer to KSD2	Charging battery
and		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)

Labor operation code 00 00 006 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the “Search” button, and then enter the applicable flat rate labor operation in the FR code field.

If a control module was working properly and/or had no related faults stored prior to vehicle programming and it fails to program correctly or requires initialization, this additional work must be claimed with separate labor operations under the defect code listed above; refer to KSD2.

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