



PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

SUBJECT

Service Action: Bluetooth Software (KISU Data) Update

MODEL

E89 (Z4)

E84 (X1)

F06 (6 Series Gran Coupe)

F07 (5 Series Gran Turismo)

F22 (2 Series Coupe)

F23 (2 Series Convertible)

F30 (3 Series Sedan)

F30H (ActiveHybrid 3)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series Gran Turismo)

F36 (4 Series Gran Coupe)

F10 (5 Series Sedan)

F10H (ActiveHybrid 5)

F12 (6 Series Coupe)

F13 (6 Series Convertible)

F01 (7 Series Sedan)

F02 (7 Series Sedan LWB)

F02H (ActiveHybrid 7)

F15 (X5)

F16 (X6)

F25 (X3)

F26 (X4)

F80 (M3 Sedan)

F82 (M4 Coupe)

F83 (M4 Convertible)

I01 (i3 BEV)

I01 (i3 REx)

I12 (i8)

Produced from July 1, 2014

With option 609 (HU-H)

OR

COMBOX option 6VB (CMedia)

SITUATION

This Service Action is being released to improve customer satisfaction as we strive to be number 1 in the JD Power Initial Quality Survey (IQS). This new KISU software improves the Bluetooth functionality in our vehicles, and it helps keep us up-to-date with technology innovation. Please implement the Bluetooth Software Update Service Action. This Service Action will be in effect until March 2015. Thank you for your continuous support.

Improved KISU data (Customer Initiated Software Update) is now available for installation in these vehicles via the USB port.

Improved functionality for **COMBOX**:

- Detailed view of the text messages
- Android device connection stability (linked contacts causing BT disconnection)

Improved functionality for **HU-H**:

- Reconnection strategy
- 3rd Party App Metadata – Album art and song title

Note: This Service Action is to be completed **only** at the dealer. You (dealers) will be receiving vehicles from the VDCs that will require this service action to be completed prior to customer delivery.

AFFECTED VEHICLES

This Service Action involves the E and F Series vehicles listed above, equipped with HU-H (option code 609) or COMBOX (CMedia or 6VB).

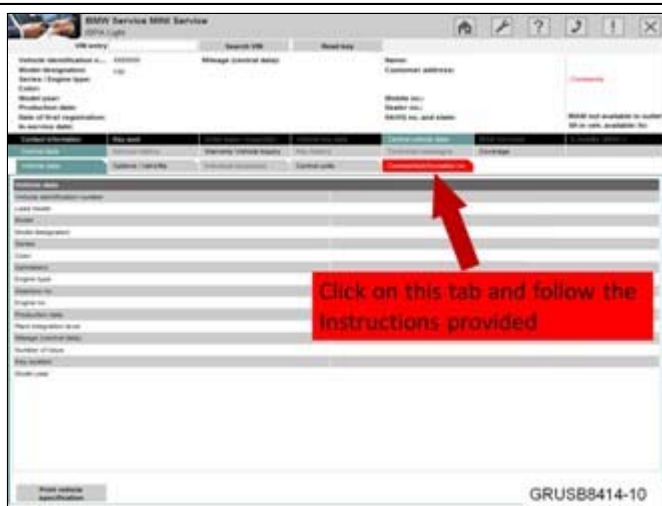
A KISU software package for HU-B is currently not available. An error message will be seen when attempted.

First check if a Service Action label with a code number **727** is already attached to the B-pillar.

If code number **727** has been punched out, the Campaign has already been performed and **no further action is required**.

For the affected vehicles, the DCSnet Warranty Vehicle Inquiry “Vehicle Comment” and/or the Key Reader/ISPA Light application’s “Comments Information on” tab has been updated to display the following message:

Service Action SI B84 05 14: Bluetooth Software (KISU Data) Update. This update **MUST** be completed prior to vehicle delivery to the customer, if it has not already been performed. See Defect Code 84 10 90 02 00.



- This picture shows the “Comments Information” tab in ISPA Light highlighted.
- Open and follow the instructions.



- This picture shows the “vehicle comments” tab in DCS history highlighted.
- Open and follow the instructions.

Note: Always check the DCSnet Warranty Vehicle Inquiry/ Key Reader/ISPA Light application for the above “Vehicle Comment” and the “Repair History (Claims)” section for **Defect Code 84 10 90 02 00** first before performing this repair.

Based on your findings, either proceed with the corrective action or take no further action.

CAUSE

The Bluetooth functionality does not meet customer expectations.

CORRECTION

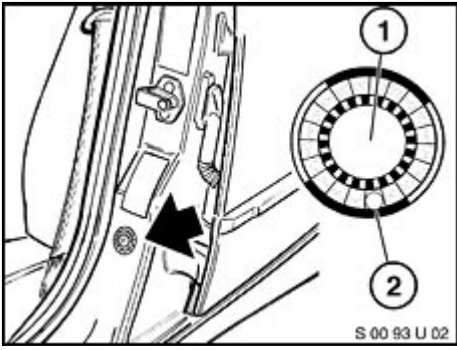
Update the Bluetooth software.

Note: This requires a USB stick to download the software. These must be purchased locally and will be reimbursed with a onetime sublet amount as listed in the Warranty section.

PROCEDURE

Refer to the attached file in the attachment section of this bulletin.

LABEL INSTRUCTIONS

	<p>This Service Action has been assigned code number 727. After the vehicle has been checked and/or corrected, obtain a label (SD 92-464) and:</p> <ol style="list-style-type: none"> Emboss your BMW center warranty number in the middle of the label (1); Punch out code number 727 (2), printed on the label; and Affix the label to the B-pillar as shown.
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If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one because a number from an underlying label could appear in the punched-out hole of the new label.

WARRANTY INFORMATION

Note: This is a special Service Action which will expire on March 2, 2015.

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:	Defect Code: 84 10 90 02 00	
Labor Operation:	Labor Allowance:	Description:
00 62 871	1 FRU	Install software in the vehicle

Sublet: USB Flash Drives

Sublet Code 4*	\$40.00	Onetime reimbursement, up to the amount stated, for the purchase of a USB flash drive(s). These USB flash drive(s) can be used to update subsequent vehicles.
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*The Sublet Code can only be claimed the first time this action is performed. For subsequent repairs, only claim the 1 FRU labor operation for updating the vehicle.

ATTACHMENTS

View PDF attachment [B84 05 14 Attachment](#).