



### SUBJECT

**Cannot Update Bluetooth Software (KISU Data)**


### MODEL

E89 (Z4)

With COMBOX option 6VB (CMedia)

### SITUATION

The vehicle does not accept the KISU (Customer Initiated Software Update) software update.

	<ul style="list-style-type: none"> <li>This is the message seen in the CID display when performing the KISU software update.</li> </ul> <p>Note: It is not necessary to visit the website as stated in the message.</p>
--	---

### CAUSE

Incorrect coding software installed in the Combox

### CORRECTION

Perform a complete vehicle encoding using ISTA/P 3.55.3 or higher.

### PROCEDURE

- Connect the vehicle to ISTA/P.
- Perform a complete vehicle encoding.
- Perform the KISU software update in the vehicle.

Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).

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.

### WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>84 11 26 12 00</b>	
---------------------	-----------------------	--

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as “Charging battery”)
And:		
61 00 710	Refer to KSD2	Programming/encoding control unit(s) (not including CAS)
Or:		
61 00 720	Refer to KSD2	Programming/encoding control unit(s) (with CAS)
And:		
84 99 000	1 FRU	Work time to complete the KISU software update

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) allowances.

Work time labor operation code 84 99 000 is not considered a Main labor operation. Also, since the “work time” FRU allowance to be claimed is specified, a separate punch time is not required.

### **Vehicle Programming and Encoding**

If a control module was working properly and it fails to program correctly or requires initialization, please claim this additional work with the applicable KSD2 labor operations under the defect code listed above.

The diagnosis and repair of vehicles arriving with failed control modules or stored faults that will cause the control modules to fail during programming, cannot be claimed under the defect code listed in this bulletin.

[ Copyright ©2015 BMW of North America, Inc. ]