



## **SUBJECT**

**ConnectedDrive Messages Are Not Received In the Vehicle**

## **MODEL**

F22 (2 Series Coupe)

F23 (2 Series Convertible)

F30 (3 Series Sedan)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series Gran Turismo)

F36 (4 Series Gran Coupe)

Produced from November 1, 2014 to July 31, 2015

With option SA0609 – Navigation Professional

## **SITUATION**

One or both of the following may occur:

- SMS based messages are not received in the vehicle. These are:
  - Text messages – Office feature
  - MyInfo
  - Google send to car – addresses and Points of Interests (POI)
  - Concierge
- The activation code is not accepted by the ConnectedDrive Portal.

## **CAUSE**

Software error in the HU-H (Head unit High).

## **CORRECTION**

Program and code the vehicle.

## **PROCEDURE**

- Duplicate the issue
- Perform a vehicle test using the latest version of ISTA/D
- Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#))
- Complete the test plans for all related faults codes
- Program and code the vehicle using ISTA/P 3.56.2 or higher
- Target I-level F020-15-07-503 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 / TIS / Programming and Diagnostics / Technical Documentation / ISTA/P Documentation.

For information about ConnectedDrive features, please click on the link below:

[www.bmwpkod.com/bmw-connecteddrive/convenience](http://www.bmwpkod.com/bmw-connecteddrive/convenience)

#### WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

<b>Defect Code:</b>	<b>65 12 59 02 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 and approved battery charger/power supply (indicated in KSD2 as “Charging battery”)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

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 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation in the repair order and in the claim comments.

### **Vehicle Programming and Coding**

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 which will cause them to fail during programming cannot be claimed under the defect code listed in this bull

### **Other Repairs**

If other eligible and covered work is performed “prior” to programming and coding the vehicle or as a result of performing the ISTA diagnostics and related test plans results, claim this work with the applicable defect code and labor operations listed in KSD2.

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