



## Aftersales Bulletin – Action Required

Area **Service Information**  
Subject S 12 2015 02 On Board Owner's Manual missing after programming  
Group 61  
Reference S 12 2015 02 - 61 12 15  
Published date 10 December 2015  
Version 1  
Department Service Operations/TS  
Recipients All Service Managers, Aftersales Managers and Service Technicians of Rolls-Royce Motor Cars Dealers



### 1. Situation

An issue has been identified concerning programming model year 14 onwards Ghost and all Wraith vehicles with ISTA/P version 3.57.1 or 3.57.2, which will programme the vehicle to software level F001-15-11-5xx.

During the programming of these vehicles, the On Board Owner's Manual is wiped and replaced with a German only version. If the user attempts to search for content in any other language, no content is displayed.

### 2. Procedure

The problem will be rectified with ISTA/P version 3.57.3 which is due for release on the 18<sup>th</sup> of December. Until this time, please avoid programming model year 14 onwards Ghost and all Wraith vehicles with ISTA/P version 3.57.xx. Vehicles which have not yet been programmed with 3.57.1 or 3.57.2 can still be programmed with ISTA/P version 3.56.xx, which is still valid and available for download and installation from ISPI cockpit. Any devices still running on 3.56.x should be prevented from updating.

| ISTA/P version | Software Version | Notes                                      |
|----------------|------------------|--------------------------------------------|
| P3.57.3        | F001-15-11-504   | Ok to use<br>Due 18 <sup>th</sup> December |
| P3.57.2        | F001-15-11-503   | Do not use!                                |
| P3.57.1        | F001-15-11-502   | Do not use!                                |
| P3.57.0        | F001-15-11-501   | Do not use!                                |
| P3.56.5        | F001-15-07-504   | Ok to use                                  |
| P3.56.4        | F001-15-07-504   | Ok to use                                  |
| P3.56.3        | F001-15-07-503   | Ok to use                                  |
| P3.56.2        | F001-15-07-503   | Ok to use                                  |
| P3.56.1        | F001-15-07-502   | Ok to use                                  |
| P3.56.0        | F001-15-07-501   | Ok to use                                  |

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### 3. FAQ

**1. What should I do with a vehicle already programmed with ISTA/P 3.57.1 or 3.57.2?**

It will not be possible to programme this vehicle with ISTA/P3.56.x as the software on the vehicle is higher than ISTA/P. Wait for the release of ISTA/P 3.57.3, then programme the vehicle, ensure the HU-H is listed in the measures plan. Check the function of the On Board Owner's Manual after the programming session.

**2. I have a vehicle already programmed with ISTA/P 3.57.1 or 3.57.2, but it is required urgently and I cannot wait for ISTA/P version 3.57.3, or it will greatly inconvenience the customer to rebook after version 3.57.3 is available, what do I do?**

In urgent cases please contact your local Technical Support by submitting a PuMA case.

**3. All of the ISPI devices in my workshop running ISTA/P have already been updated to ISTA/P version 3.57.1 or 3.57.2, is it possible to reload version 3.56.x?**

Yes, the previous version should still be present on your ISPI NAS and available for installation. As the process will take 2 – 3 hours, it is recommended that to save time and to reduce the impact on normal workshop loading, that only 1 ISPI device is installed with 3.56.x  
Please refer to Appendix I for further details.

**4. I have a brand new vehicle at PDI, the on board owner's manual is working correctly, but I need to install a navigation map. Can I use ISTA/P 3.57.1 or 3.57.2 to install the map?**

No, a vehicle with a working On Board Owner's Manual should not be processed with ISTA/P until version 3.57.3 is available. The navigation map can be installed using a suitable USB drive.  
Please refer to Appendix II for further details.

**5. I have a brand new vehicle which has come with a software level of F001-15-11-504, I need to programme it before 3.57.3 is available but this is not possible with 3.56.x as the vehicles software is newer than ISTA/P. What do I do?**

In the unlikely event that a new vehicle needs programming with ISTA/P, please contact your local Technical Support by submitting a PuMA case.



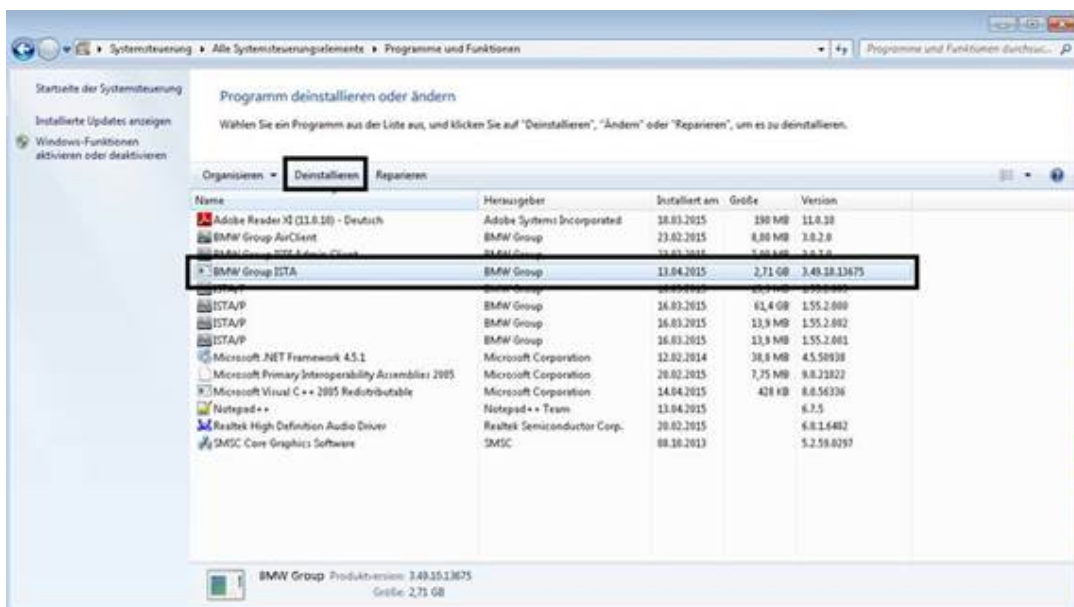
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### Appendix I – Uninstalling ISTA/P 3.57.x and Installing 3.56.x

1. Uninstall ISTA/P from the device
  - a. Go to programs and features
  - b. Select ISTA/P – Note: **DO NOT** uninstall BMW Group ISTA!
  - c. Select De-installation



2. Load ISPI admin Client on the ISID R2. There should be an ICON on the desktop for it.



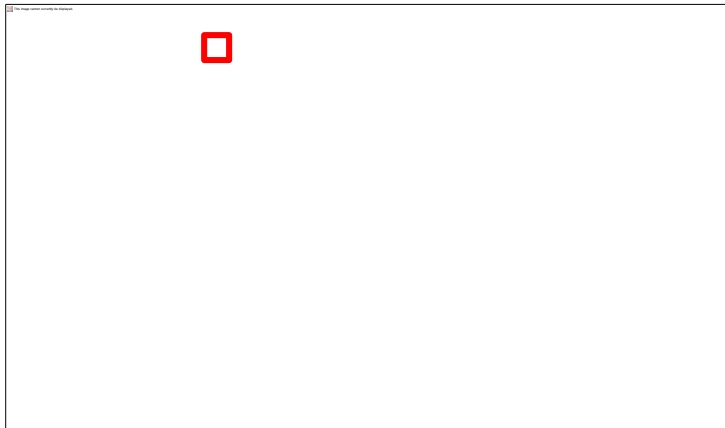


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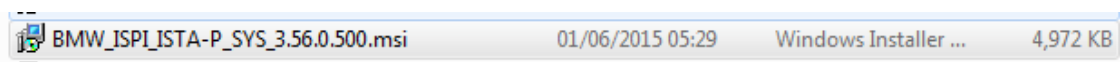
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3. Access the ISPI NAS from the configuration menu in ISPI Admin Client



4. Locate the file "BMW\_ISPI\_ISTA-P\_SYS\_3.56.0.500.msi"



5. Drag the file into a temporary folder or to the desktop on the device. Double click to start the installation of ISTA/P version 3.56.xx

\*Note this will take around 2 – 3 hours

6. Once version 3.56 is installed it will automatically prompt to update to 3.57. **DO NOT allow it to continue with the update at this point!**



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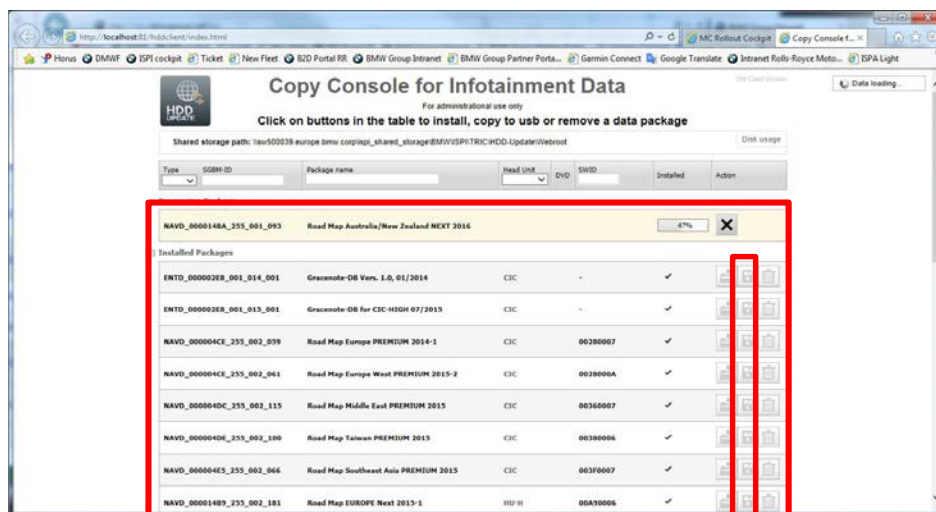
### Appendix II - Installing map using a USB stick

Have a blank USB stick ready and insert into the device being used to transfer the map data. The battery charger must be connected to the vehicle during the entire process.

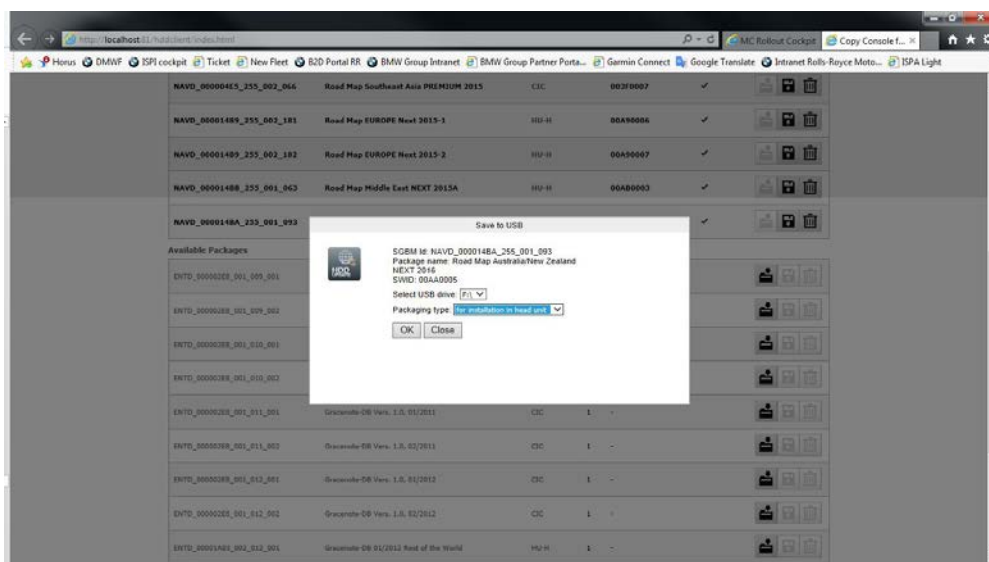
#### 1. Load HDD Update



#### 2. Select the desired map for the list of installed packages and click the transfer to USB button



#### 3. Select the USB drive from the drop down menu, and select "for installation in head unit"



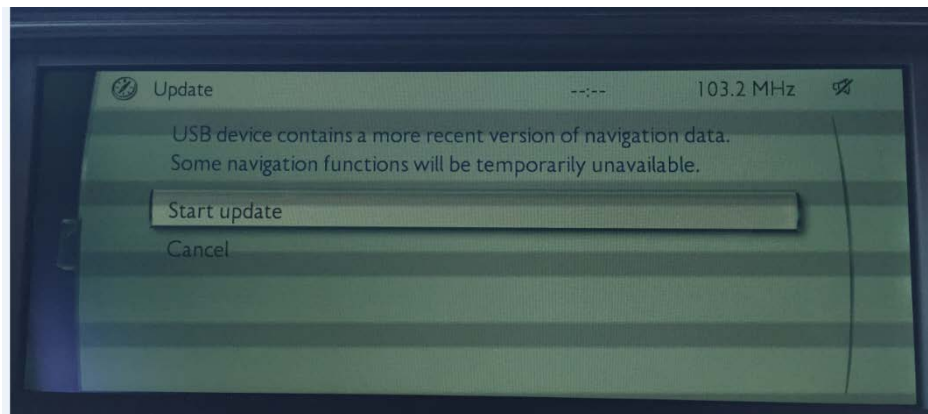


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4. Insert the USB stick into the vehicle, the USB socket is located in the centre console. Select start update when prompted:



5. Enter the release code using the controller, this will then start the map update process:

