

**Measure no.**

US 63932068-02

**Subject**

Software update of thin-film transistor instrument cluster

**Status date (mm/dd/yy)**

2/1/18

**Status**

Accepted

**Organization**

US, MOT

**Date created (mm/dd/yy)**

2/1/18

**Created by**

Martin Bumba

**PQM Problem reference****Release date (mm/dd/yy)****Approved by****Dealer release**

Allow automatic release

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**Vehicles affected****E series**

K50/11 K51

**Engine****Body****Production period (from/to)**

(mm/dd/yy)

**Comment on production period****Feedback (all cases relating to****measure up to) (mm/dd/yy)**

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**Complaint**

During a software update of the instrument cluster as of I level 17-11-502 (ISTA version 4.09.3x) a programming abort occurs.

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**Cause**

The new TFT instrument cluster is being programmed for the first time via Ethernet and not via Diagnostic CAN. During the update to I level 17-11-502 and newer, due to a technical issue a programming abort occurs during the first programming of the TFT instrument cluster.

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**Measure**

The TFT instrument cluster no longer functions after the programming abort. Therefore it is not allowed for the bike to be returned to the customer.

The authorized BMW Motorrad Retailer is able to program the TFT instrument cluster again via Diagnostic CAN. To do this, start a new session. This programming session will last approx. 120 minutes or longer.

If the authorized BMW Motorrad Retailer is not able to program the TFT instrument cluster again with ISTA, An IRAP Next session must be requested from BMW Motorrad.

To do this;

1) IRAP Next must be installed on the computer  
(The installation description is in the attachment).

2) An email must be sent for appointment scheduling to  
remotesupport@bmw-motorrad.com.

3) The email must list the vin of the motorcycle, this PuMA measure (63932068),  
and short description of the issue.

We expect an increase in IRAP Next session requests please be patient for an  
appointment.

Additional note:

As of I level 17-11-501, programming with ISTA/P in BN2020 is no longer possible.

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**Complaint**

	<b>Fault location</b>	<b>Fault type</b>	<b>Fault place</b>
↳	62/11 Instrument cluster	Software error	

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**Cause**

#	<b>Fault location</b>	<b>Fault type</b>	<b>Fault place</b>
↳ 1	62/11 Instrument cluster		
	<b>Repair Task</b>	<b>Special Clearance</b>	<b>Area</b>
		No	Electrics/Electronics

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**Fault code**

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**Progman / DIS / ISTA / ISTA/P**

<b>System</b>	<b>State</b>	<b>Version</b>
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# IRAP NEXT WORKSHOP CLIENT.

INITIAL INFORMATION FOR THE RETAILER ORGANISATION.



January 2018

**BMW  
GROUP**

THE NEXT  
100 YEARS 

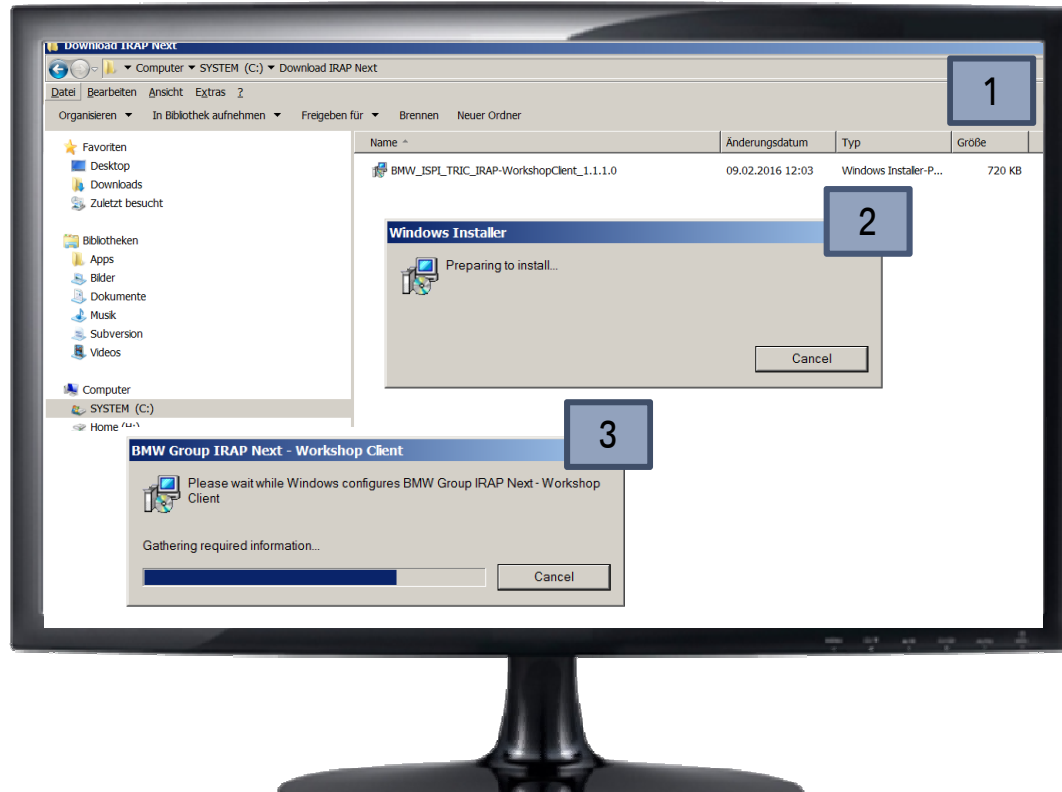


Rolls-Royce  
Motor Cars Limited

# FIRST INFO ABOUT IRAP-NEXT

- IRAP-Next is the successor of IRAP and will be used in the BMW Motorbike Workshop from now on
- IRAP-Next is a tool for Remotesupport through the BMW Support Experts
- With IRAP-Next the Support Experts can gain access directly to the bike at the dealership and help to solve problems with the bike even faster than before
- An IRAP-Next Session will always and only be provided over a PuMA Case because the PuMA Number is required to do the Support session

# QUICK AND EASY INSTALLATION OF IRAP NEXT.



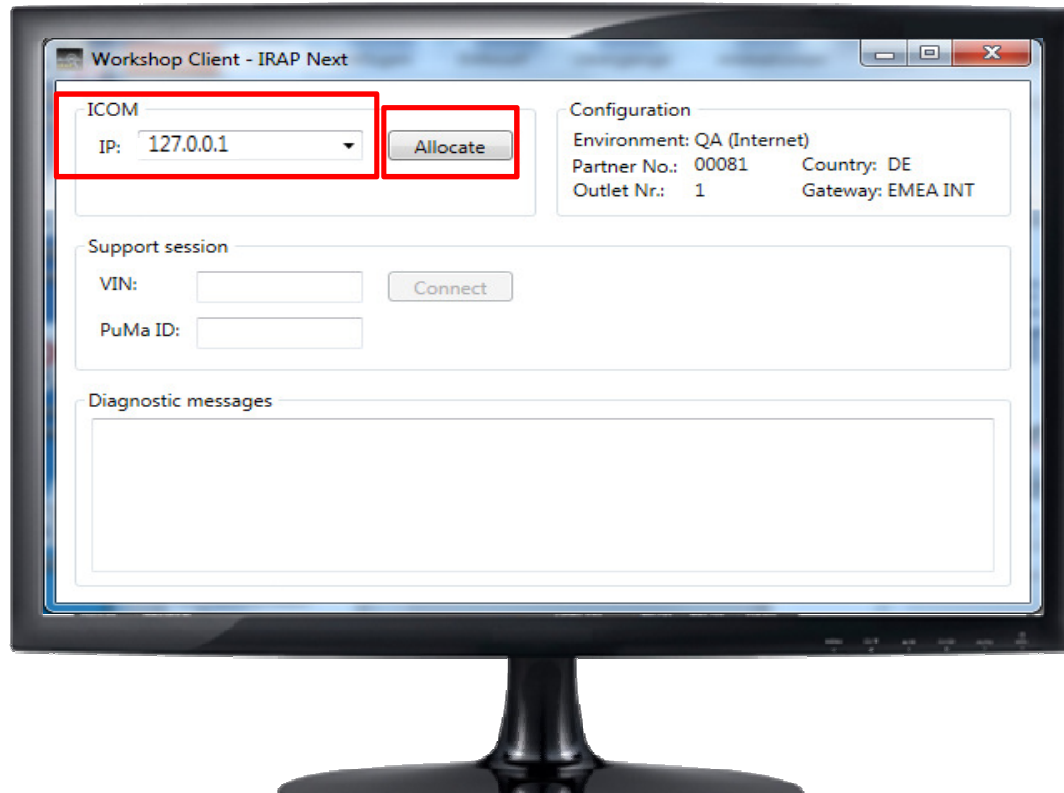
**Install IRAP Next – quickly and easily.**

The new IRAP Next Workshop Client can be quickly and easily installed on all registered workshop systems. It is made available for download in the DMWF, the BMW tool for software distribution in the IAP network.

1-3

By double-clicking on the file, the program can be installed on any registered workshop PC.

# ICOM RESERVATION DIRECTLY IN THE SYSTEM.



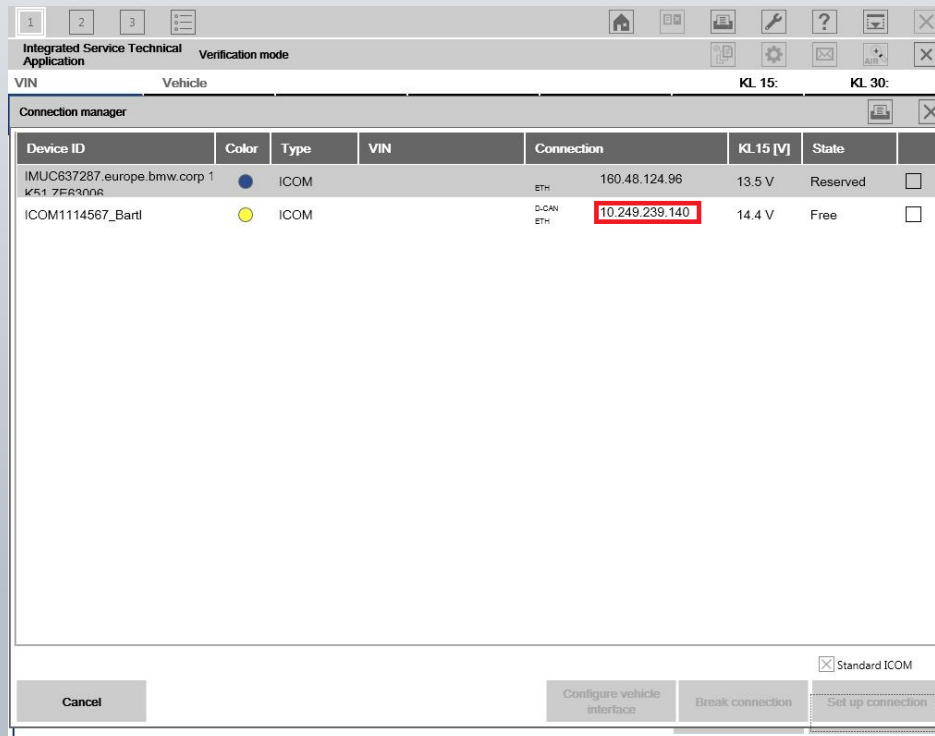
**Reserve the ICOM using IRAP Next directly in the system.**

When you are requested in a PuMA measure to create an IRAP connection, then start IRAP Next on any registered computer.

Enter the IP address of the ICOM in the mask and reserve the ICOM now directly from the system with the "Allocate" button.

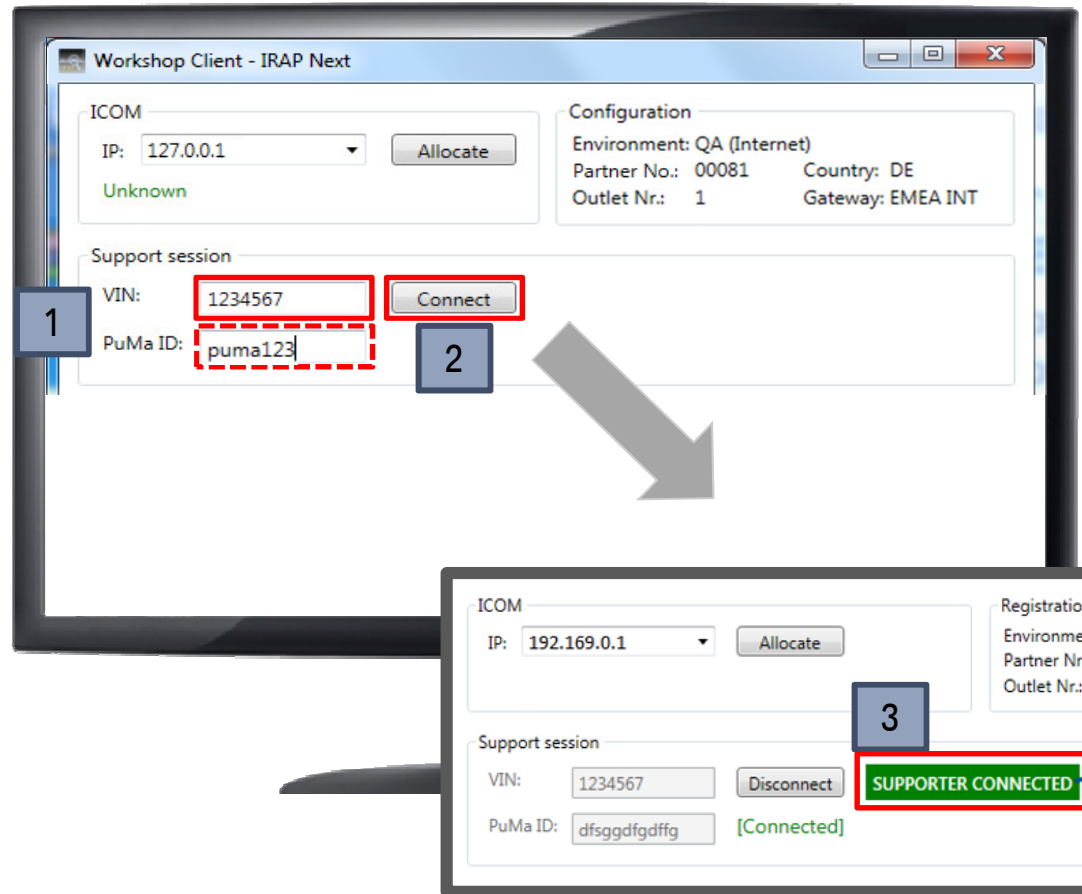
# FIND ICOM IP-ADDRESS

- The most easiest way to get the ICOM IP-Address is with the ISTA Connection Manager which will be displayed after you try to 'read out vehicle data'. It's the window you usually choose the ICOM you want to connect to.



- You can get the IP-Address of the desired ICOM that way, just copy the number from the Connection tab, in our example we would like to connect to the yellow ICOM and would take the IP-Address 10.249.239.140

# EASY OPERATION AND SIMPLE CONNECTION SETUP.



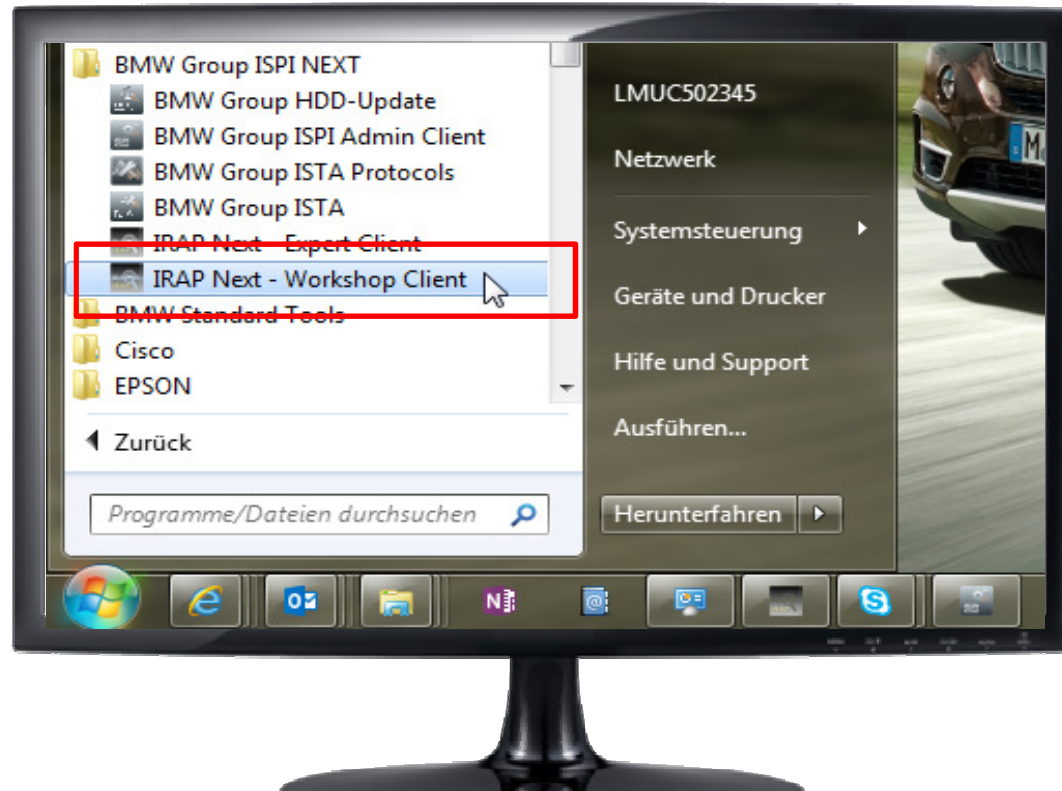
## Connect in just three steps.

**1** Enter the vehicle VIN and the PuMA case / report number now in the interface of the IRAP Next Workshop Client. This ensures that only authorised persons can connect.

**2** Then confirm with "Connect". The IRAP Next Workshop Client then establishes a connection to the BMW Group.

**3** Support can now set up this connection too and access the vehicle via this connection. After completing the measures the PuMA support employee closes the connection.

# AVAILABILITY OF THE PROGRAM AFTER COMPLETING THE INSTALLATION.



## Immediate availability of the program.

After completion of the installation process the IRAP Next program is available to you on all registered workshop systems.