



CONNECTEDDRIVE-REMOTE SERVICES DO NOT FUNCTION

MODEL

F15 (X5)	F16 (X6)	F22 (2 Series Coupe)	F23 (2 Series Convertible)
F25 (X3)	F26 (X4)	F30 (3 Series Sedan)	F31 (3 Series Sport Wagon)
F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)	F48 (X1 sDrive 28i or xDrive 28i)
G01 (X3)	G12 (7 Series)	G30 (5 Series Sedan)	G32 (6 Series Gran Turismo)
I01 (i3 & i3 REx)			

SITUATION

Remote Services (such as locking and unlocking the car, vehicle location by honking the horn, flashing the lights or on the map in the BMW Connected App) do not function after vehicle has been sitting for extended amount of time (In excess of 20 hours).

After vehicle is restarted, the Remote Services function again.

CAUSE

Software error in the Telematics Control Unit. The Telematics Control Unit (TCB) is logged out of 3G networks by the network provider after approximately 20 hours or more of sitting.



Note: Network providers do not log out the TCB in 4G networks.

CORRECTION

Reprogram vehicle.

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.
2. Program the vehicle using ISTA 4.10.1x or higher.

Models	Target integration level:
All affected	18-03-510 or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

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

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Parts replacement will not provide a solution to this situation.

WARRANTY INFORMATION

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

Defect Code:	8411021100	
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")
And:		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)

And, additionally for the:

e-Vehicles

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high voltage charging socket)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to KSD2/AIR for the corresponding flat rate unit (FRU) allowances.

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

Vehicle Programming and Encoding

- A. The programming procedure automatically reprograms and encodes all vehicle control modules which do

not have the latest software i-level. If one or more control module failures occur “during” this programming procedure:

- Please claim this “consequential” control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Please explain this additional work (The why and what) on the repair order in the claim comments section.

B. For control module failures that occurred “prior” to performing this programming procedure:

- When “covered” under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in KSD2/AIR.

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