BMW SI B84 09 18   July 2018
Communication Systems   Technical Service

PHONE CONTACTS: HEADUNIT BASIC 2 SORTING ORDER

MODEL

F22 (2 Series Coupe)	F23 (2 Series Convertible)	F30 (3 Series Sedan)	F31 (3 Series Sport Wagon)
F32 (4 Series Coupe)	F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)
F39 (X2)	F48 (X1)	G01 (X3)	G02 (X4)
G30 (5 Series Sedan)	G32 (6 Series Gran Turismo)	I01 (i3)	F80 (M3)
F82 (M4 Coupe)	F83 (M4 Convertible)	F87 (M2)	

Produced from March 1, 2017 to October 21, 2018 equipped with one the following options:

- SA645 Radio Control US
- SA663 Radio Professional
- SA6UN Navigation Business
- SA6UP Navigation Plus with Touchpad Controller
- SA6FW Media

SITUATION

Improper sorting of phone contacts, in the on-board computer or in the Central Information Display (CID), upon connecting to the vehicle:

- iDrive is setup to sort contacts by "last name first," but the contacts are displayed by "first name first."
- Situation may occur with any smart phone connected to the vehicle.
- The phone software version is not relevant.

CAUSE

Software error in the Head Unit Basic 2 (EntryEVO).

CORRECTION

Reprogram vehicle with ISTA 4.14.1x (expected availability November 2018).

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. Check the current level of ISTA available.

Is ISTA 4.14.1x or higher available?

YES - proceed to Step 3

NO - Inform the customer that the contact details display can be manually adjusted via iDrive as follows:

- Communication
- My Contacts
- Options
- Sort contacts
- Sort by: "Last name", "First name"

Note: Ensure the customer is informed and understands that this is a temporary solution with the

name sorting returning to the default setting displaying "First name, First", after the vehicle goes to sleep.

3. Program the vehicle using ISTA 4.14.1x or higher

   Target integration level is 18-11-500 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 or the BMW Certified Pre-Owned Program.

Defect Code:	6512680200	
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2/AIR	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2/AIR	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
		Connect an approved battery charger/power

61 21 528	Refer to KSD2/AIR	supply (indicated in KSD2 as "Charging battery")
And:		
61 00 730	Refer to KSD2/AIR	Programming/encoding control unit(s)

And, additionally for the:

e-Vehicles

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to KSD2/AIR	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.

B. For control module failures that occurred "prior" to performing this programming procedure and/or other work that results from performing ISTA diagnostics and the related test plans:

• When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.