



TOUCH COMMAND DOES NOT AUTOMATICALLY RECONNECT AFTER VEHICLE SLEEP CYCLE

MODEL

G12 (7 Series Sedan LCI)			
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Produced from March 1, 2019

Equipped with either options

6U9 – Touch Command Tablet

Or

6FR – Rear seat entertainment Professional

SITUATION

The Touch Command tablet (at the rear seat center console) does not automatically reconnect to the vehicle after a sleep cycle.



Note:

1. The tablet has already been previously paired to the vehicle using the Communication- "Manage devices" menu in the Central Information Display.
2. The lack of automatic reconnection regardless if the tablet remained in the vehicle console, or was temporarily removed.

CAUSE

Touch Command software.

CORRECTION

- Program the vehicle to Integration Level (I-Level) S15A-19-03-545 or higher, together with-
- Touch Command tablet software TCSU3

PROCEDURE

Read out the vehicle I-Level and check the Touch Command tablet software.

If the vehicle I-Level is older or lower than 19-03-545 and Touch Command was not updated

- Program and code the vehicle using ISTA 4.17.1x or higher (released early May, 2019)
 - o Target I-Level 19-03-545 or higher

- Update the Touch Command tablet using TCSU3 software update
 - o Refer to SI B09 04 15 for updating G12
 - o TIS / Technical Documentation / Programming Documentation / G12 BMW Touch Command
- Then retest tablet functionality

If the vehicle i-Level is 19-03-545 or higher and the Touch Command tablet software was updated using TCSU3 (18504.00009):

- Perform vehicle test
- Complete the corresponding test plan(s) as required
- Retest

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

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

PARTS INFORMATION



Note: 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.

Vehicle i-Level is older or lower than 19-03-545 and the Touch Command was not updated:

Defect Code:	84 10 04 12 00	BMW Touch Command (mobile tablet) permanently failed
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)
And:		
61 00 975	Refer to AIR	Programming Touch Command (TCSU)

And, additionally for the:

e-Vehicle

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to 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 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.

Programming and Encoding - Vehicle Control Units

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 AIR labor operations.

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

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 with a separate punch time) in AIR.

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations (including diagnosis with separate punch times) that are listed in AIR.

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