



APPLE CARPLAY: WI-FI DISCONNECTS AND DOES NOT RECONNECT

This Service Information bulletin replaces SI B84 08 19 **dated May 2019**

New information provided by this revision is preceded by this symbol



What's New:

- Title: Add Apple CarPlay
- Model: Add Apple CarPlay option code; deleted 6WD option

MODEL

G05 (X5 Sports Activity Vehicle)	G07 (X7 SAV)	G12 (7 Series Sedan LCI)	G14 (8 Series Convertible)
G15 (8 Series Coupe)	G20 (3 Series Sedan)	G29 (Z4 Roadster)	

Equipped with option code **6CP – Apple CarPlay compatibility**

All models affected from respective Start of Production, except G12.
G12 produced from March 1, 2019.

SITUATION

The Wi-Fi connection is interrupted (disconnects) and it does not reconnect by itself. As a result, functionality such as Apple CarPlay does not work until after a vehicle sleep cycle (at least 16 minutes).

CAUSE

Software in the Head unit (HU-H3).

CORRECTION

Program and encode vehicle with ISTA 4.18.1x.

- Target Integration Level 19-07-510

PROCEDURE

1. Duplicate the issue.
2. Read out the current vehicle Integration Level.
If the vehicle I-Level is lower (older) than:
 - S15A-19-03-537
 - S18A-19-03-537

Yes: An improvement is available with ISTA 4.16.4x (released mid-April 2019). Continue to step 3.

No: Go to step 5.

3. Program and encode the vehicle with ISTA 4.16.4x or higher.

Target I-Level with ISTA 4.16.4x is:

- S15A-19-03-537
- S18A-19-03-537

4. Retest the vehicle to confirm that the complaint is no longer present.

A final solution will be available with ISTA 4.18.1x. Once it is available,

- o Program and encode the vehicle with ISTA 4.18.1x or higher.

Target I-Level with ISTA 4.18.1x is:

- S15A-19-07-510
- S18A-19-07-510

- o Retest the vehicle to confirm that the complaint is no longer present.

5. If the vehicle I-Level is at or higher (newer) than:

- S15A-19-07-510
- S18A-19-07-510

- o Do not program the vehicle
- o Perform vehicle test with ISTA and perform the corresponding test plan.



Note: ISTA 4.18.1x is expected end of June 2019.

Use this work-around to reestablish the connection without the sleep cycle:

- Select Communication
- Click on "Manage devices"
- Select the mobile device from the list
- Click on Disconnect device
- Then select Connect device

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

When the BMW software solution becomes available, the following repair is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars.

Defect Code:	84 11 09 15 00	Wireless local network (WLAN)
---------------------	-----------------------	--------------------------------------

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)

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 modules, 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) in AIR.