SIB 84 12 19   2019-09-06
BLUETOOTH: VARIOUS CONNECTIVITY CONCERNS

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	July 1st, 2018 Up to July 31, 2019
G07	X7 SAV	
G14	8 Series Convertible	
G15	8 Series Coupe	
G20	3 Series Sedan	
G29	Z4 Roadster	
G12	7 Series Sedan LCI	March 1st, 2019 to July 31st, 2019

SITUATION

Various Bluetooth connectivity concerns may sporadically occur. Some known concerns are as follows:
- Device(s) sporadically does not reconnect to the vehicle
- Disconnect during a phone call
- New device cannot be paired to the vehicle

CAUSE

Software in the Head unit (HU-H3)
Or
Fault code B7F8BB

CORRECTION

Program and encode vehicle with ISTA 4.18.32:
- Target Integration Level 19-07-539

Or-
Test plan performed for fault code B7F8BB

PROCEDURE

1. Duplicate issue.

2. Perform a vehicle test.

3. If no fault code is stored, program and code with ISTA 4.18.32 (released late July 2019) or higher.

   - Target Integration Level is 19-07-539 or higher

4. If fault code B7F8BB is stored in HU, perform the test plan and follow its recommendations.

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

WARRANTY INFORMATION

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

No related fault codes are stored and the vehicles Integration Level is lower than 19-07-539

Defect Code:	6512580200	Headunit High (HU-H) (Professional NAV) software error/internal equipment fault

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

And, additionally for the:

e-Vehicles

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

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 (RO and Claim Comments Required)

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 in AIR (including diagnosis with separate punch times).

Other Repairs (Fault code B7F8BB is stored in HU)

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 that are listed in AIR (including diagnosis with separate punch times).