



SIB 84 13 19

2019-09-06

CONNECTEDDRIVE: BMW APPS AND SERVICES NOT AVAILABLE

MODEL

E-Series	Model Description	Production Date	Affected Option Codes
G05	X5 Sports Activity Vehicle	From Start Of Production	6AK - ConnectedDrive Services
G07	X7 SAV		
G12	7 Series Sedan LCI		
G14	8 Series Convertible		
G15	8 Series Coupe		
G20	3 Series Sedan		
G29	Z4 Roadster		

SITUATION

The BMW ConnectedDrive Services are no longer available in the vehicle, nor are the BMW Apps displayed in the vehicle.

Also, "Update Apps and Services" via the iDrive is not selectable (greyed out).

CAUSE

Synchronization error between the vehicle and the BMW ConnectedDrive backend system.

CORRECTION

Reset the Head unit (HU-H3) and the Advanced Telematics Module (ATM).

PROCEDURE

1. Duplicate issue.
2. Perform a vehicle test.
3. Reset the head unit and ATM control units via ECU functions from the control unit tree list.
4. Then, update services via iDrive and test functionality.

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.

Defect Code:	6512580200	Headunit High (HU-H) (Professional NAV) software error/internal equipment fault
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:		
65 12 300	Work time to reset the head unit/ATM control units and update the services	1 FRU

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.

Work time labor operation code 65 12 300 is not considered a Main labor operation. Also, since the work time FRU allowance to be claimed is specified, a separate punch time is not required. However; it still requires an explanation on the repair order and in the claim comments section.