



SIB 65 19 19

2019-10-10

## SERVICE ACTION: SOFTWARE QUALITY UPDATE

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information bulletin (Revision 1) replaces SI B65 19 19 dated September 2019.

What's New (Specific text highlighted):

- Customer Handout added (please print and provide to each customer after the software update)

## MODEL

E-Series	Model Description	Production Date
G05	(X5 Sports Activity Vehicle)	Up to July 30, 2019
G07	(X7 Sports Activity Vehicle)	Up to July 30, 2019

## AFFECTED VEHICLES

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Center Communication System) or with the Key Reader.

## SITUATION

BMW is offering a one-time X5 and X7 vehicle software update.

This software update includes the new voice-activated BMW Intelligent Personal Assistant which:

- Allows the occupants to ask their BMW a question or give it a command
- Activates Customizable Experience Modes that can adjust the ambient lighting, seat heating and sunroof shades

This software update will also make your drive more enjoyable by:

- Improving the stability of Bluetooth and Apple CarPlay™ connectivity
- Enhancing your navigation experience with YELP ratings, business opening hours and phone numbers, and integrating premium fuel prices directly in the search results
- Introducing ParkMobile in-vehicle app which allows you to find, reserve and pay for parking at thousands of locations across the country right from the center display unit of your vehicle

Customers will be notified of the software update via email, so look for them to come to your center for this new software.

Additionally, after the software update print and provide the attached customer handout to the customer which provides details on the content of the update.

## CORRECTION

Program the vehicle to I-Level S18A-19-07-553 (ISTA 4.19.21 released September 11, 2019)

## PROCEDURE

1. Check the I-Level of the vehicle using AIR or the Key Reader. Is the I-Level S18A-19-07-553 or higher?

**YES:** No further action is needed

**NO:** Proceed to next step

2. Program the vehicle with ISTA 4.19.21 or higher to I-Level S18A-19-07-553 or higher.

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

## **WARRANTY INFORMATION**

Reimbursement, one-time, for this Quality Measures Action will be via normal claim entry utilizing the following information:

<b>Defect Code:</b>	<b>0065170300</b>	<b>G05 G07 Program control units (quality measures)</b>
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop:**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 67 973	Programming and encoding the vehicle control units to the I-Level of S18A-19-07-553 or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	Refer to AIR
Or:			
# 2	00 67 974	Programming and encoding the vehicle control units was performed in conjunction with another campaign or repair (the vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

Or:

**The vehicle arrives at your center and this Quality Measures Action shows open (No other Main work will be performed/claimed during this workshop visit):**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
# 3	00 67 357	Programming and encoding the vehicle control units to the I-Level of S18A-19-07-553 or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	Refer to AIR
Or:			
# 4	00 67 358	Programming and encoding the vehicle control units was performed in conjunction with another campaign or repair (the vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

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.

### **Claim Repair Comments**

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 19 19 WP 1), unless otherwise required by State law.

### **Quality Measures Action - Customer Satisfaction Support (For Vehicle Owners)**

BMW strives to provide the Ultimate Service Experience to complement the Ultimate Driving Machine. Your efforts are sometimes challenged by situations that are beyond your center's control. Accordingly, we fully understand that some of your customers will need to return to your center to have the Quality Measures Action procedure performed.

When eligible vehicles arrive at your center for this repair, please review the Warranty Vehicle Inquiry Repair History (Claims) section for each vehicle first. The amount of non-maintenance prior vehicle repair and claim activity should be considered as one of the determining factors for your Customer Satisfaction Support process.

### **Eligible Centers and Vehicles for the BMW Empower Program**

For the customer of eligible vehicle at these centers, we ask that you Wow them by using the BMW EMPOWER program during the first 3 years/36,000 miles under DC 85 80 01 02 EP as noted above, see SI B01 08 19 for the terms and conditions.

### **Non-Eligible BMW Empower Program Centers and Vehicles Beyond 3/36**

After review with your Area team, please extend the eligible items (sublet/part numbers as applicable) described and available under the guidelines of the BMW Empower Program to the customer under DC 85 99 00 05 XX as noted above.

### **Note: Aftersales Area Manager (AAM) Field Authorization (FAS) is required for this Non-Repair Regional Goodwill.**

The repair order and the claim comments must reference that the Quality Measures Action was performed and what type of Non-Repair Related Goodwill was provided to the customer.

XX = Insert the ER, CR, SR or WR vendor code that applies to your center's regional location.

### **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 (including diagnosis) in AIR.

### **Supporting Materials**

[picture\\_as\\_pdf B651919 Attachment Release Notes.pdf](#)

[picture\\_as\\_pdf G05 G07 - Software Update Customer Handout.pdf](#)

[picture\\_as\\_pdf B651919 Attachment Customer email.pdf](#)

# BMW

## Information Release Notes



### Information about this version

#### Summary

- BMW Intelligent Personal Assistant (new function)
- Active Cruise Control with Stop&Go function (enhancements)
- Lane Departure Warning with Steering intervention (enhancements)
- Parking Assistant (enhancements)
- Function updates and quality enhancements
- Updating the on-board owner`s manual in the vehicle
- Special information about this update



# BMW

## Information

### Release Notes

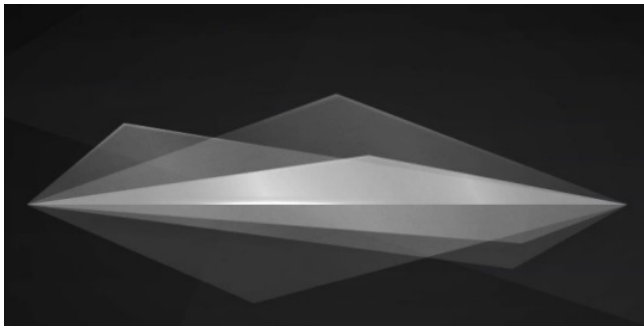


#### **BMW Intelligent Personal Assistant (new function)**

The BMW Intelligent Personal Assistant is your on-board personal assistant. Start by activating the assistant with the command “Hey BMW.” You can also name it yourself by simply saying “Hey BMW, change the activation word.”

- This on-board BMW expert can explain the many functions of your car, knows the status of your vehicle, and can adjust numerous settings. Try “Hey BMW, I’m cold.”
- With Connected Command, other passengers in the vehicle can control entertainment, navigation, and climate functions using the BMW Connected app from their mobile phone (with your authorization).

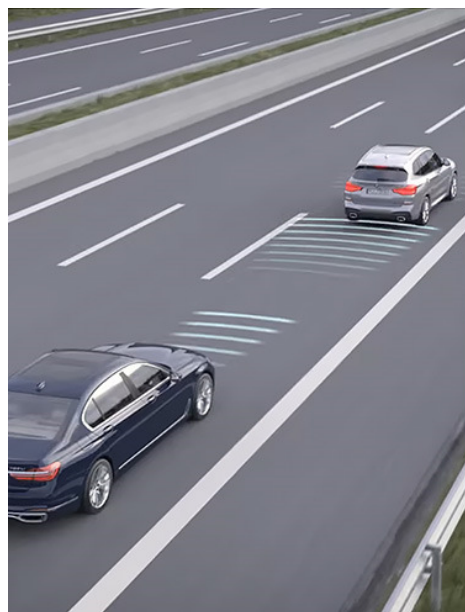
Please note that you only have full access to all the BMW Intelligent Personal Assistant functions after the first journey.





**Active Cruise Control with Stop&Go function (enhancements)**

This cruise system enables you to keep a proper distance from the vehicle in front by constantly monitoring and adapting to its speed. These enhancements allow for more dynamic acceleration of your vehicle after stopping.



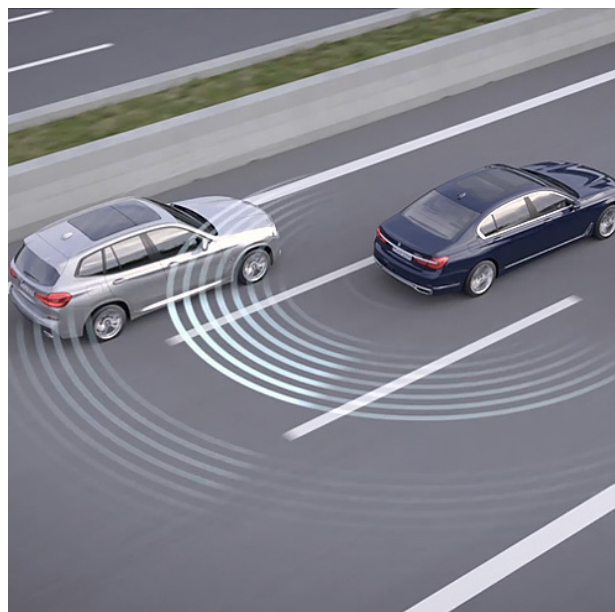
# BMW

## Information Release Notes



### **Lane Departure Warning with Steering intervention (enhancements)**

This function prevents unintentional lane departure by providing steering intervention. This improved version provides a higher level of comfort.



# BMW

## Information Release Notes



### **Parking Assistant (enhancements)**

For more comfortable use of Automatic Parking, most of the acoustic tones of the PDC (Park Distance Control) have been suppressed during automatic parking maneuvers. Only a continuous tone will sound when the vehicle is very close to an object. PDC tones remain unchanged when parking manually.



### **Validity of the Software Upgrade and release notes**

You will only be able to use the new functions and enhancements provided by this upgrade if your vehicle is equipped with the appropriate features. You can obtain information regarding the options of your particular vehicle by consulting the on-board owner`s manual in iDrive or by contacting your BMW Service Center or the BMW of North America Customer Relations.

# BMW

## Information Release Notes



### **Function updates and quality enhancements**

This Software Upgrade updates existing functions to meet the latest state-of-the-art technological standards and includes quality enhancements.



### **Updating the on-board owner`s manual in the vehicle**

With this Software Upgrade, the on-board operating instructions in the vehicle are updated to include up-to-date information.

# BMW

## Information

### Release Notes



#### Special information about this upgrade

- In some cases, you may need to re-activate Apple CarPlay. The checkbox can be found under "Mobile Devices" in the "Settings" submenu.
- Some settings may be reset to default after the upgrade (for example, interior lighting) and may need to be re-activated.
- Remote Engine Start could be deactivated after the update. Please activate Remote Engine Start after the installation. The function is located under "Climate Functions" in the "Settings" submenu.





The Ultimate  
Driving Machine®

# YOU'RE UP TO DATE.

EXPLORE THE BENEFITS OF YOUR  
BMW SOFTWARE UPGRADE.

Your BMW's iDrive system has been updated, giving you access to new and improved features. You can now ask your BMW a question or give it a command using the new voice-activated BMW Intelligent Personal Assistant. You can even use it to activate Customizable Experience Modes that can adjust the ambient lighting, seat heating and sunroof shades.

This software update will also make your drive more enjoyable by:

- Improving the stability of Bluetooth and Apple CarPlay connectivity
- Enhancing your navigation experience with YELP ratings, business opening hours and phone numbers, and integrating premium fuel prices directly in the search results
- Introducing the ParkMobile in-vehicle app which allows you to find, reserve and pay for parking at thousands of locations across the country right from the center display unit of your vehicle

Your vehicle is equipped with Remote Software Upgrade capabilities. Future updates can be delivered over-the-air, direct to your vehicle.

**If you have any questions, please contact your BMW Service Advisor.**

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Apple CarPlay, iPhone, and Siri are registered trademarks of Apple Inc. CarPlay is compatible with iPhone 5 and later, and iOS 9.3 and later. For best results, please use the most recent version of iOS. Further information on Apple CarPlay can be found at [apple.com/ios/carplay/](http://apple.com/ios/carplay/). Apple is responsible for all content and functionality which is displayed in the vehicle via Apple CarPlay. While using Apple CarPlay, selected vehicle data can be shared with the user's iPhone to enhance the CarPlay experience. More information can be found at [apple.com/privacy/privacy-policy/](http://apple.com/privacy/privacy-policy/) and [bmwusa.com/Standard/Content/PrivacyPolicy/](http://bmwusa.com/Standard/Content/PrivacyPolicy/).

Apple CarPlay uses the data plan of the connected iPhone and is subject to the fees and restrictions of the user's wireless plan. If the iPhone is not connected to a power source, Apple CarPlay is subject to the battery life of the iPhone. While using Apple CarPlay, connection to apps and streaming services may be limited by the connected iPhone's wireless network connection.

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## SCHEDULE YOUR SOFTWARE UPDATE TODAY.

It's time to update your BMW's iDrive system. Our records indicate that your 2019 BMW X5 is eligible for a no-cost software update.

New updates include the new voice-activated BMW Intelligent Personal Assistant, which will allow you to ask your BMW a question or give it a command, as well as activate Customizable Experience Modes that can adjust the ambient lighting, seat heating and sunroof shades.

This software update will also make your drive more enjoyable by:

- Improving the stability of Bluetooth and Apple CarPlay connectivity
- Enhancing your navigation experience with YELP ratings, business opening hours and phone numbers, and integrating premium fuel prices directly in the search results
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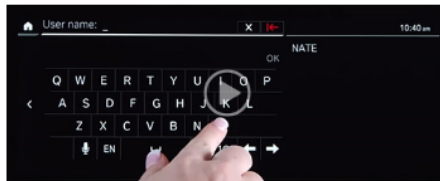
There's much more. Don't delay. Schedule your update with your BMW Center today.

Your vehicle is equipped with Remote Software Upgrade capabilities. Future updates can be delivered over-the-air, direct to your vehicle.

[Find a BMW Center](#)

## BMW iDRIVE HOW-TO VIDEOS.

Check out these videos to be sure you're maximizing the benefits of your BMW's iDrive:



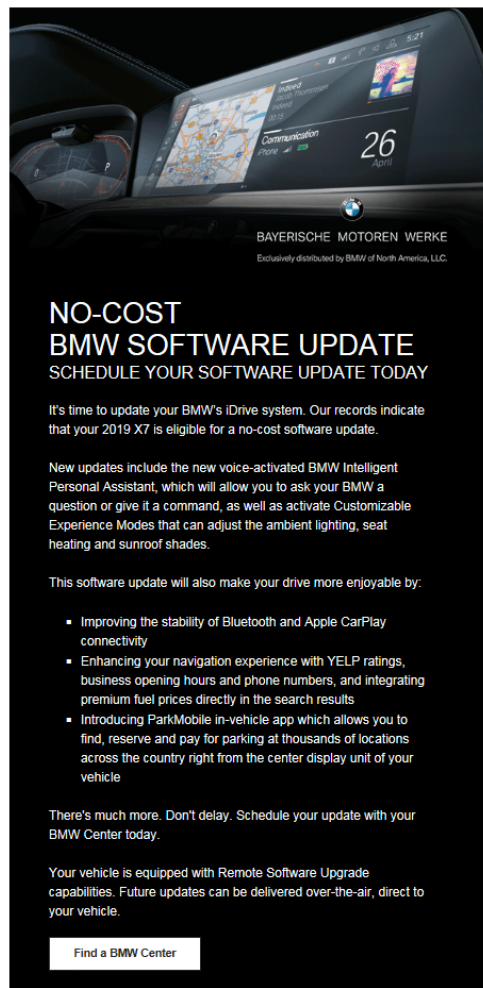
Creating a Driver Profile.



Using Valet Parking Mode.



Voice Commands and Hello BMW Activation.



## NO-COST BMW SOFTWARE UPDATE SCHEDULE YOUR SOFTWARE UPDATE TODAY

It's time to update your BMW's iDrive system. Our records indicate that your 2019 X7 is eligible for a no-cost software update.

New updates include the new voice-activated BMW Intelligent Personal Assistant, which will allow you to ask your BMW a question or give it a command, as well as activate Customizable Experience Modes that can adjust the ambient lighting, seat heating and sunroof shades.

This software update will also make your drive more enjoyable by:

- Improving the stability of Bluetooth and Apple CarPlay connectivity
- Enhancing your navigation experience with YELP ratings, business opening hours and phone numbers, and integrating premium fuel prices directly in the search results
- Introducing ParkMobile in-vehicle app which allows you to find, reserve and pay for parking at thousands of locations across the country right from the center display unit of your vehicle

There's much more. Don't delay. Schedule your update with your BMW Center today.

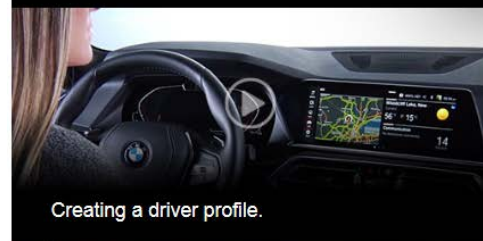
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## BMW iDRIVE HOW-TO VIDEOS

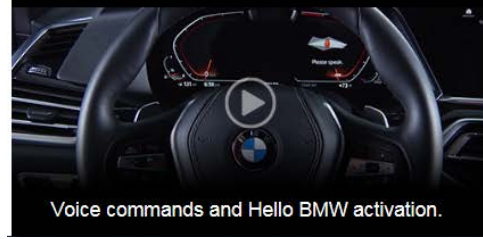
Check out these videos to be sure you're maximizing the benefits of your BMW's iDrive:



Creating a driver profile.



Using valet parking mode.



Voice commands and Hello BMW activation.