



SIB 84 01 20

2020-04-07

BMW CONNECTEDDRIVE SERVICES ARE NOT AVAILABLE

This Service Information Bulletin (Revision 1) replaces SI B84 01 20 **dated January 2020**.

What's New (Specific text highlighted):

- Target integration level updated
- ISTA version updated

MODEL

F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F95 (X5 M Sports Activity Vehicle (SAV))
F96 (X6 M Sports Activity Coupe (SAC))	F97 (X3 M SAV)	F98 (X4 M SAC)	G01 (X3 SAV)
G02 (X4 SAC)	G05 (X5 SAV)	G06 (X5 SAC)	G07 (X7 SAV)
G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)
G20 (3 Series Sedan)	G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)

Vehicles equipped with option code:

6AK ConnectedDrive Services

Production date:

Produced until December 1st, 2019

SITUATION

The BMW ConnectedDrive services are not available for an extended period. This may include:

- Calls in the BMW Assistance app (Concierge Service)
- Vehicle data and status in the BMW ConnectedDrive app
- Remote services
- Remote 3D View
- Real Time Traffic Information (RTTI)
- Weather
- News

CAUSE

Software error in Advanced Telematics Module 2 (ATM2).

CORRECTION

Program the vehicle.

PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.
2. Read out the status of the SIM card using ISTA. This can be found in the control module tree by selecting TCB, Open control unit functions, Diagnostic query, internal telephone module, SIM card status.
3. If the SIM card status is "not defined", then read out the current vehicle integration level. Is the current vehicle integration level:

Model	Target integration level
F90 F97 F98 G01 G02 G12 G30 G32	S15A-20-03-532 or higher
F91 F92 F95 F96 G05 G06 G07 G14 G15 G16 G20 G29	S18A-20-03-530 or higher

YES: Further diagnosis with ISTA is needed

NO: Proceed to Step 4

4. Program the vehicle using ISTA 4.22.2x or higher (released March 2020).

Model	Target integration level
F90 F97 F98 G01 G02 G12 G30 G32	S15A-20-03-532 or higher
F91 F92 F95 F96 G05 G06 G07 G14 G15 G16 G20 G29	S18A-20-03-530 or higher

5. After programming, update the services via iDrive and test the functionality.

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

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

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

PARTS INFORMATION

Parts exchange will not provide a solution.

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Update the vehicle to the required I-level or higher by performing and submitting for one of the open Technical Campaigns instead. Please be sure to also perform any additional work (before and/or after) the campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

In conjunction with performing these Technical Campaign repairs on the vehicle, if needed for the repair described in this bulletin, claim the diagnosis portion provided below (excluding the flat rate labor operations for battery charging, programming and encoding) together with a corresponding explanation on the RO and in the claim comments.

Only if the above situation does not apply, the BMW software solution is then:

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

Defect Code:	8411361500	Permanent malfunction on the BMW ConnectedDrive services
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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, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
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.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

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 IRAP recovery procedure (when applicable as required)/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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).