



SIB 09 01 20

2020-05-13

REMOTE SOFTWARE UPGRADE IS NOT AVAILABLE DESPITE A
FULLY CHARGED BATTERY

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	Up to February 1, 2020	23AL, 83AK

SITUATION

The BMW Remote Software Upgrade is not available in the vehicle. During diagnosis with ISTA, the following fault is stored:

- **030E10 Power management: BMW Remote Software Upgrade temporarily not available.**

CAUSE

Specific technical properties of the EFB (Enhanced Flooded Battery) can reduce the availability of the BMW Remote Software Upgrade.

CORRECTION

Carry out diagnosis with ISTA and identify which type of battery is installed in the vehicle.

If a 12 V EFB battery (70 Ah or 80 Ah) is installed, the battery should be replaced with an AGM type battery with at least 70 Ah.

If an AGM battery is already installed in the vehicle, perform diagnosis with ISTA and work through the test module, if necessary. Then reassess the vehicle.

PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through the test module, if needed.

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

2. In case the fault code 030E10 is stored in the Engine Control unit, check the current type of installed battery
3. In case it is an EFB battery, replace it with an AGM style battery with at least 70 Ah. If an AGM battery is already installed, please follow the further steps according to ISTA diagnosis.
4. Performing an energy diagnosis is not necessary unless **the battery is also found to be discharged**.
5. The new battery needs (as always) to be registered with ISTA.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

Part Number	Description	Quantity
61 21 2 353 811	Original BMW AGM-Battery (70 Ah)	1

WARRANTY INFORMATION

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

Defect Code	6121075900	Charge state of vehicle battery (12V battery) is too low/insufficient
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 21 518	Replacing vehicle battery – including registering battery change (after vehicle diagnosis)	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.

And, if the battery is also found to be discharged:

Labor Operation	Description	Labor Allowance
61 20 502	Performing vehicle battery energy diagnosis (after vehicle diagnosis)	Refer to AIR

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics, the battery energy diagnosis 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).