



SIB 09 02 20

## REMOTE SOFTWARE UPGRADE

2020-08-12

This Service Information Bulletin replaces TRI 09 01 19 **dated January 2020**.

**What's New** (Specific text highlighted):

- Replaces TRI 09 01 19
- More Frequently Asked Questions added
- Warranty information added

## MODEL

E-Series	Model Description	Production Date	Affected Option Code
F91	M8 Convertible	All	All
F92	M8 Coupe	All	All
F93	M8 Gran Coupe	All	All
G05	X5 Sport Activity Vehicle	All	All
G06	X6 Sport Activity Vehicle	All	All
G07	X7 Sport Activity Vehicle	All	All
G12	7 Series Sedan (LCI)	As of March 2019	All
G14	8 Series Convertible	All	All
G15	8 Series Coupe	All	All
G16	8 Series Gran Coupe	All	All
G20	3 Series Sedan	All	All
G29	Z4 Roadster	All	All

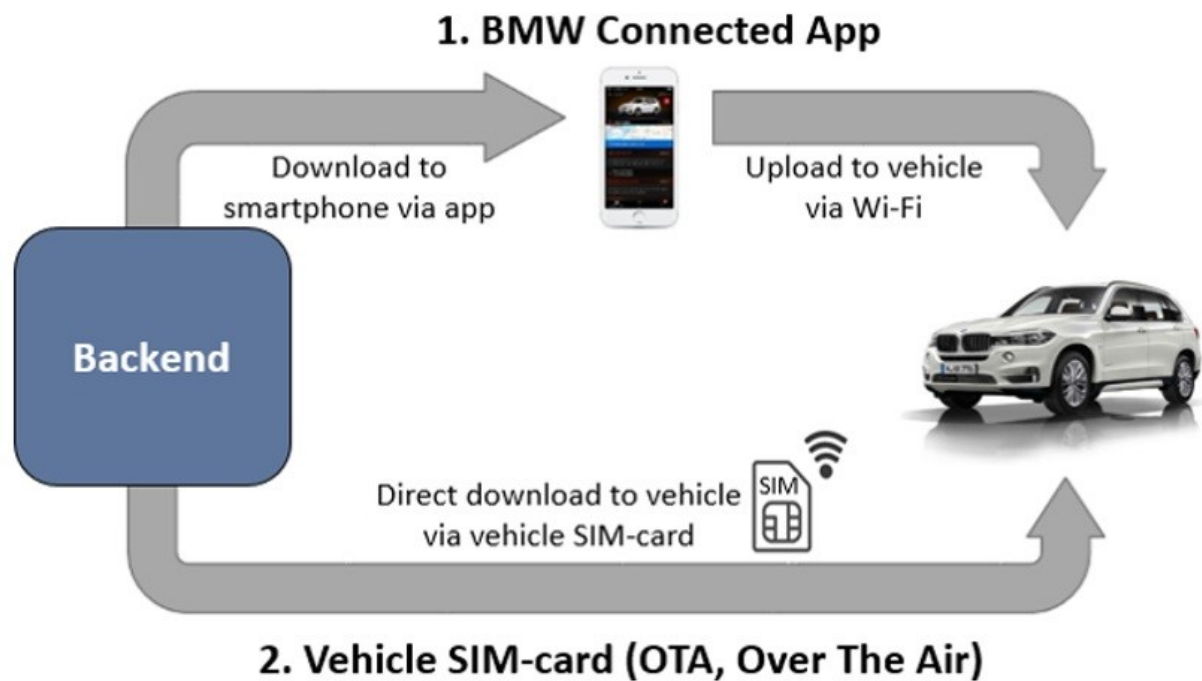
## INFORMATION

For BMW, Remote Software Upgrade (RSU) is the next consequent step with regard to digitalization and customer satisfaction. With the introduction of RSU, customers now can update the vehicle software by themselves. This is a completely new way for customers to-

- Keep their vehicle up-to-date
- Purchase new Software features (first rollout started in mid-2020)

The download of the data can be done in two ways:

- via BMW Connected App
- Over The Air, using the vehicle SIM-card



## FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. Which vehicles can receive a Remote Software Upgrade?

- The customer must have an active ConnectedDrive contract
- The vehicle must be equipped with a HUH-3 head unit (head unit high, MGU – Media Graphics Unit)
- Only vehicles that are in an active RSU Campaign will show and receive any RSU related information

### 2. What happens during the Upgrade?

- After the download is completed, the vehicle checks the downloaded content and its current status. Only when all prerequisites are fulfilled the car offers the next step
- The upgrade installation is offered after a driving cycle when the car is parked and all preconditions are fulfilled
- The customer needs to confirm the upgrade and that the car is parked safely
- The vehicle switches to a programming mode (special PAD) and starts with the programming of all relevant ECUs.
- The customer does not need to remain in the vehicle
- After approx. 20 minutes the car is ready to be used with the new Software version and informs the customer in the vehicle and via the Connected App (in case of connectivity and a correct mapping)
- Some settings may be reset to default after the upgrade (e.g., Remote Engine Start, Connected Music or notification settings), and need to be re-activated. This is noted in the customers release notes

### 3. What are the pre-conditions for Remote Software Upgrade to start?

- The vehicle needs to be in an active RSU campaign
- The download needs to be completed (fully automatically via vehicle SIM or via BMW Connected App, also fully automatically when correctly setup (see note below))
- Sufficient battery charging level

- Vehicle not parked on an incline
- Transmission must be in Park
- Engine must be off

Note: For the correct setup of the BMW Connected App, please see the following YouTube Video: [LINK](#) / QR-Code



4. What happens in case of an upgrade failure?

- For safety reasons the vehicle prevents the engine start
- The customer is prompted to call Roadside Assistance, that takes care of the case
- In most cases the vehicle needs to be towed, in some cases Roadside Assistance can release the engine lock, when it is assured that the vehicle is safe to drive (with clear CC-messages, stating which limitations appear, i.e. driving assistance is not working). In that case the customer is still mobile and can make an appointment with the dealer of his or her choice
- Once the vehicle arrives at the BMW center, the technician can fix the vehicle (compatible ISTA Software will always be available at least 2 weeks in advance to the centers)

5. In case of a programming failure, can the vehicle be programmed on-site?

- Yes, if the necessary equipment is available (ISTA, ICOM, Battery Charger)
- If there are no follow up issues during / after the programming, the vehicle can be handed over to the customer afterwards
- For centers participating the BMW Servicemobile Network, a ticket for the Service "Mobile Mechanic" can be created by the BDC in the RSA Digital Platform. BMW Servicemobile centers receive a dispatch fee + additional work-time allowance for the main labor operations for on-site work (See below)
- For further details about BMW Servicemobile, please [reference](#) the Mobile Service Portal found in CenterNet under the Customer Relations menu.

6. Is it possible to release the engine lock to move the vehicle onto the tow truck or to move the vehicle into the workshop?

- The Roadside Assistance team can release the engine lock if the vehicle has an internet connection
- With a connected ISTA it is also possible to remove the engine lock, to move an affected vehicle into the workshop area. Please follow the test plan in the troubleshooting menu.
- Attention: Vehicles with a manual released engine lock are not allowed to be driven on public streets, and only be driven at walking speed
- Attention: A vehicle with a released engine lock must not be handed over to the customer, until it has been successfully programmed with ISTA
- Attention: During the movement no one is allowed to be close to the vehicle

7. What happens in case of a failure during a feature purchase?

- Features that are purchased and installed via the Remote Software Upgrade technology may also fail in very rare cases. If so, the same safety procedures are in place: For safety reasons the vehicle prevents the engine

start and the customer is prompted to call Roadside Assistance

## 8. How can the technician diagnose Remote Software Upgrade issues?

- If there is a problem with a Remote Software Upgrade, a fault code will be stored in ISTA
- The fault code will be linked to a Test plan (ABL) and include important information in the Functional Description (FUB) document

FRU number	Type	Title	Status
Search for "Remote Software"			
ABL		System analysis of Remote Software Upgrade	
FUB		Remote software upgrade	

Test plan shown in ISTA, when Remote Software Upgrade related faults are stored in the vehicle

## 9. What can I do, when a customer wants further information on the RSU status of his car? Is it possible for the technician to see if a particular vehicle has had a Remote Software Upgrade?

- Yes, in the new Dealer Cockpit under "BMW Remote Software Upgrade"
- The Dealer Cockpit contains the status of the upgrade along with the software level and the date and time when the upgrade installed

The screenshot shows the Dealer Cockpit interface. On the left, under 'Booked ConnectedDrive services', the 'BMW Remote Software Upgrade' option is highlighted with a red oval. A modal window titled 'Remote Software Upgrade' is open, showing the following details:

Last upgrade	
Start last upgrade:	6/4/2019 3:04:15 PM
Upgrade finished:	6/6/2019 4:23:53 PM
Installed version before upgrade:	11/2018.49
Installed version after upgrade:	03/2019.48
Triggered by:	BMW backend system
Customer confirmation on:	6/6/2019 3:33:29 PM
Status of the last upgrade:	Successful

At the bottom right of the modal is a 'Close' button. At the bottom of the main interface, it says 'Current contract period from 6/4/2019 to 4/17/2023'.

Remote Software Upgrade option in the Dealer Cockpit Application

With the introduction of the RSU dealer Dashboard, a second way was provided to give BMW centers an overview on the current RSU status on all vehicles that have the home dealer assigned to it.

The Dashboard is located in the DCSnet and can be found at “Service” à “Remote Software Upgrade”, where the data are updated on a weekly base.

#### 10. Can the technician use Remote Software Upgrade instead of ISTA to program a customer vehicle?

Each Software Update process is designed and optimized for its own purpose.

- ISTA is optimized to update a car in a workshop to the latest available I-Level. The complete update usually takes less than 60 minutes and ISTA provides additional options for known issues (i.e. manual modification of a Measures Plan)
- RSU is optimized to have a robust download phase during the customer driving cycle, which only works when the car is driving or in PAD (connected to a battery charger) and can take more than an hour. After the preparations are completed, the RSU installation process still requires 20 Minutes to perform the upgrade. To be able to provide a stable customer process, usually the I-Level provided with RSU is one step behind that from ISTA.

So, it is not recommended to use RSU instead of ISTA, as it does not provide any advantages related to programming time or actuality of the I-Level.

#### 11. Can the technician do the programming of the car with ISTA if the customer gets no update offered in the car?

BMW does not recommend automatically updating a vehicle with new software when it becomes available. This practice is time consuming, costly and may change the functionality of one or more systems. In most cases, it offers no tangible benefit to the customer and is not covered under warranty.

- Unless otherwise instructed, BMW NA does not cover the center's costs for updating the customer's vehicle software in this case
- Please create a TSARA case if you have any doubts before performing a Software Update

#### 12. How can the work be reimbursed (Item # 5)?

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, when it is either performed in:

- Your center's workshop; or via
- Off-site BMW Mobile Service.

Claim the work to address a failed RSU under the following the Defect Code with the flat rate labor operations that apply:

<b>Defect Code:</b>	<b>6512791500</b>	<b>Remote software upgrade permanent malfunction</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
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

### Mobile Service - Off Site Repair

For centers that qualify, the repair to address a failed RSU is eligible to be performed and submitted as a Mobile Service Off-Site Repair which includes an additional labor allowance.

### Claim - Labor Reimbursement (Special Rate Applies)

When a vehicle has a repair performed to address a failed RSU under this program, qualifying centers will be reimbursed at a rate of 200 percent for the corresponding labor operations published flat rate unit (FRU) allowances.

This Mobile Service repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

### Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the on-call technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended time period (for example, on multiple calls), only one on/off punch time is required.

### Claim Submission

In addition to the repair order line item for **Defect Code 65 12 79 15 00**, please open an additional line item for submission described below:

<b>Defect Code:</b>	<b>85820269TK</b>	<b>Takata Recall and RSU - Mobile Service Off-Site Repair</b>
:		
Labor Operation	Description	Labor Allowance
65 99 000	Additional labor allowance to perform off-site repair through Mobile Service	# FRU

Claim the sum of the labor operations' FRU allowances that were claimed under Defect Code 65 12 79 15 00 a second time in full using the above Defect Code and job/repair work time provided above.

### Notes:

- Identify this line time as additional labor for a Mobile Service off-site repair
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section
- Labor operation code 65 99 000 is not considered a Main labor operation

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), WT and repair-related explanation procedures.

Additional information regarding Remote Software upgrade can be found on TIS under **Videos** and

**Technical Documentation/Programming and Diagnostics. This includes release notes for each software version.**

### **QUESTIONS REGARDING THIS BULLETIN**

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department