



SIB 09 01 20

2020-12-02

BMW REMOTE SOFTWARE UPGRADE IS NOT OFFERED FOR INSTALLATION

This Service Information Bulletin (Revision 1) replaces SI B09 01 20 **dated May 2020**.

What's New:

- Title changed
- Additional models
- Each section changed
- Additional causes described (battery charging state, hazard warning lights / inclination angle more than 12% when parking)

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	Up to February 1, 2020	23AL, 83AK
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
G30	5 Series	As of July 2020	All

SITUATION

The customer complains that the BMW Remote Software Upgrade (RSU) is not possible in their vehicle, though the Remote Software Upgrade menu is available in the vehicle and a download was performed by the vehicle or the BMW Connected App.

CAUSE IN SERIES F44

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

CAUSE IN ALL OTHER RSU CAPABLE SERIES

Battery state of charge.

BMW Remote Software Upgrade was downloaded into the vehicle but is not offered for installation. When switching off the engine, the screen "Remote Software Upgrade ready for installation" is NOT displayed.

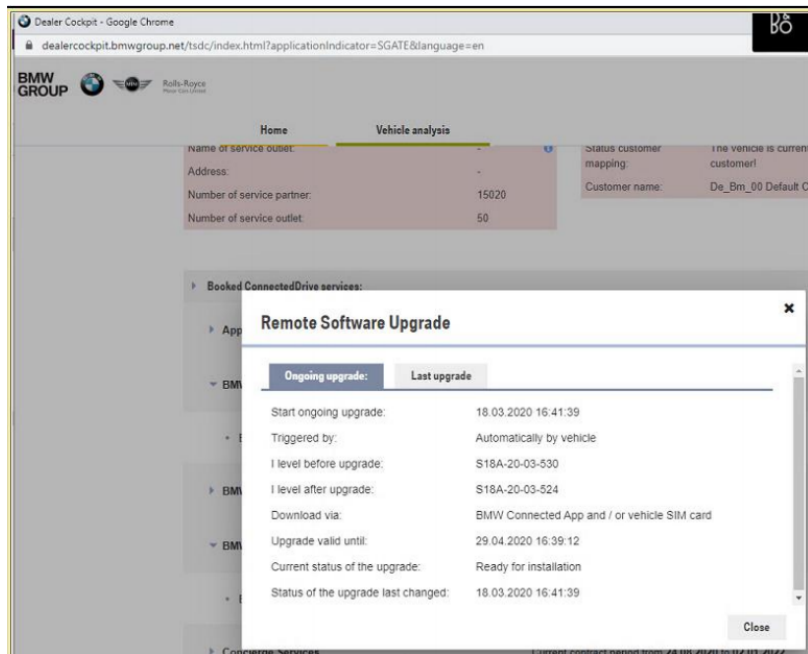
Other reasons why no BMW Remote Software Upgrade is offered:

- If the hazard warning lights are switched on when the vehicle engine is switched off
- If the vehicle is parked at an inclination angle of more than 12%

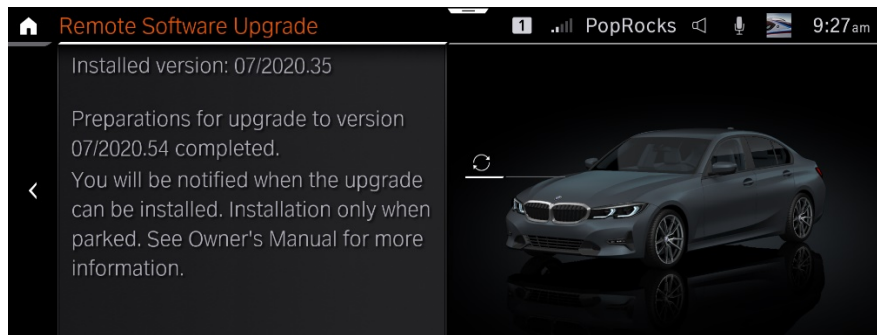
In both these cases, the BMW RSU should be available once the cause (hazard warning lights / inclination angle) has been remedied and the vehicle has been started after going to sleep once.

MEASURE

If the above situations occur, check either in the Dealer Cockpit (see figure below) or in the vehicle in the General settings → RSU menu whether a BMW RSU is currently offered for this vehicle.



RSU status in the Dealer Cockpit Application



RSU status in the vehicle menu

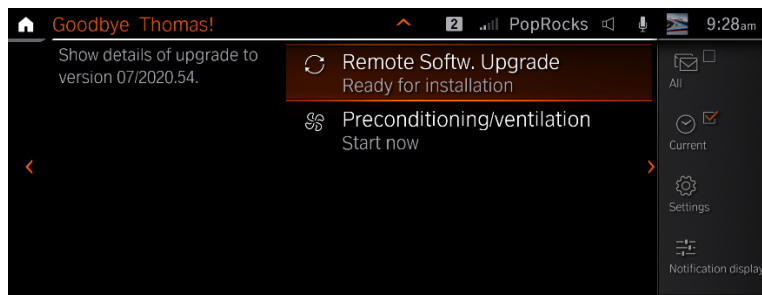
CORRECTION IN SERIES F44

First verify which battery is installed in the vehicle.

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

If an AGM battery is already installed in the vehicle, perform an energy diagnosis with ISTA and work through the test module, if necessary. If the battery charging or health status is causing that the RSU is not offered, fix the identified root cause and charge the battery. Then reassess the vehicle as described here:

Exit the diagnostic mode, then carry out a test drive for at least 1 minute at a speed greater than 7 mph. After switching off the engine, observe the notes in the central information display (CID). After the ISTA session has been ended, the RSU process can be restarted manually in the RSU menu. When the upgrade is running, the "Goodbye Screen" shows RSU "Preparing". When the download is completed in the Goodbye Screen, the Menu is shown RSU "Ready for installation" as shown in the screen below.



Remote Software Upgrade ready for installation in the Goodbye Screen

Please note that the complete download of an RSU update can take some time.

CORRECTION IN ALL OTHER RSU CAPABLE SERIES

Perform an energy diagnosis with ISTA and work through the test module if necessary, to verify the health and charging state of the battery.

If the battery charging or health status is causing that the RSU is not offered, fix the identified root cause and charge the battery.

Then reassess the vehicle as described here:

- Exit the diagnostic mode, then carry out a test drive for at least 1 minute at a speed greater than 7 mph
- After switching off the engine, observe the notes in the central information display (CID)
- After the ISTA session has been ended, the RSU process can be restarted manually in the RSU menu
- When the upgrade is running, the Goodbye Screen shows Remote Softw. Upgrade “Preparing”
- When the download is completed in the Goodbye Screen the Menu is shown Remote Softw. Upgrade “Ready for installation”

PROCEDURE

F44

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. The new battery needs (as always) to be registered with ISTA.

Or, for the

Remaining Other Models and F44 Vehicles with an AGM type battery

Perform a Vehicle Test and energy diagnosis with ISTA and work through the test module as necessary. Repair any identified issues and reassess the vehicle as described in the CORRECTION section.

PARTS INFORMATION FOR SERIES F44

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account 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.

F44 - Replacing the installed 12V EFB battery (70 Ah or 80 Ah) with AGM type battery with at least 70 Ah

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

F44 battery was 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.

Repairs to the Remaining Model Vehicles and F44 vehicles with AGM Batteries

If the battery charging or health status is causing that the Remote Softw. Upgrade is not offered, fix the identified root cause, charge the battery and reassess the vehicle as described in the CORRECTION and PROCEDURE section.

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).

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

QUESTIONS REGARDING THIS BULLETIN

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

	the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department