

**SIB 09 01 20**

2021-03-24

**BMW REMOTE SOFTWARE UPGRADE IS NOT OFFERED FOR INSTALLATION**This Service Information Bulletin (Revision 2) replaces SI B09 01 20 **dated December 2020**.**What's New:**

- Models added
- Cause
- Measure section completely revised
- Procedure for F40 / F44 adapted
- Parts
- Warranty

**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	All	All
G05	X5 Sports Activity Vehicle	All	All
G06	X6 Sports Activity Coupe	All	All
G07	X7 Sports 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
F95	X5 M SAV	All	All
F96	X6 M SAC	All	All
G30	5 Series Sedan	As of July 2020	All

**SITUATION**

The customer complains that the BMW Remote Software Upgrade (RSU) is not possible in his/her 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:

- Battery charge below 75%
- 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%

**MEASURE**

In case of customer complaint, proceed as follows:

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Step1: Check the basic Remote Software Upgrade capability, either in the Dealer Cockpit as shown in figure 1 or in the vehicle menu: Menu → General settings → Remote Software Upgrade is displayed.

YES:

Vehicle has basic BMW Remote Software Upgrade capability → Continue with Step 2

NO:

Vehicle does not have BMW Remote Software Upgrade capability

Figure 1: RSU status in the Dealer Cockpit Application

Figure 2: RSU status in the vehicle menu

Step 2: Check the upgrade offering:

Either in the Dealer Cockpit (figure 1) or in the vehicle under Menu → General settings → BMW Remote Software Upgrade (figure 2), check whether an upgrade is currently offered for this vehicle:

YES:

Upgrade is still downloading → Advise customer to wait for the download to finish

YES:

Download is completed and the vehicle displays "Preparing for upgrade ... completed. You will be informed as soon as the upgrade can be installed." -> Continue with Step 3.

NO:

Click the "Search for upgrades" button and carry out a short test drive of at least one minute

Download started

OR

"The vehicle is up-to-date." is displayed in the vehicle.

## **PROCEDURE**

Step 3 (a): For F40 / F44 series vehicle, proceed as follows:

If a 12V EFB battery with 70 Ah or 80 Ah is installed in the vehicle, the battery should be replaced with an AGM battery with the same size and a conversion with ISTA 4.28.1x or higher must be performed.

If an AGM battery is installed in the vehicle, perform the 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 in Step 4.

Step 3 (b): For all other series, proceed as follows:

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 in Step 4.

Step 4: Reassess the vehicle as described:

- Exit the diagnostic mode completely, 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 instructions in the central information display (CID)
- When the upgrade is running, the “Goodbye Screen” shows Remote Software Upgrade “Preparing”
- When the download is completed in the Goodbye Screen, the Menu is shown Remote Software Upgrade “Ready for installation” as shown in the screen below

Figure 3: Remote Software Upgrade ready for installation in Goodbye Screen

## **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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
61 21 6 805 461	Original BMW AGM-Battery (70 Ah)	1
61 21 7 555 719	Original BMW AGM-Battery (80 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**

<b>Defect Code</b>	<b>6121075900</b>	<b>Charge state of vehicle battery (12V battery) is too low/insufficient</b>
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>

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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	Support voltage of the vehicle electrical system / recharge vehicle electrical system 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**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
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 Software Upgrade is not offered, fix the identified root cause, charge the battery and reassess the vehicle as described in the CORRECTION and PROCEDURE section.

#### **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).

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), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

### **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department