



SIB 00 05 21

ISTA 4.28 CONNECTIVITY PROBLEMS WITH OLDER VEHICLES

2021-03-25

This Service Information Bulletin replaces SI 00 05 21 **dated March 2021**.

What's New

- A patch is now available

MODEL

Model	Model Description
K14, K14 02	F 650 CS
K15	G 650 Xcountry
K18	C 600 Sport
K19	C 650 GT
K21	R nineT
K25 02, K25 12, K25 32	R 1200 GS Adventure
K25 03	HP2 Megamoto
K25 HP	HP2 Enduro
K25, K25 11, K25 31	R 1200 GS
K26, K26 11	R 900 RT SPECIAL VEHICLE
K27, K27 11	R 1200 R
K28	R 1200 ST
K29	R 1200 S
K29 HP	HP2 Sport
K40	K 1200 S
K40 11	K 1300 S
K43	K 1200 R
K43 11	K 1300 R
K43 HV	K 1200 R Sport
K44	K 1200 GT
K44 31	K 1300 GT
K46, K46 11	S 1000 RR
K70 11, K70 12	F 700 GS
K71	F 800 S
K71 11, K71 12	F 800 GT
K72	F 650 GS
K72 11, K72 12	F 800 GS
K73 02, K73 03, K73 11, K73 12	F 800 R
K75, K75 12	F 800 GS Adventure
R13	F 650 GS
R13 31	G 650 GS

SITUATION

The installed control units cannot be found when reading out with ISTA. All control units are shown in yellow (control units do not identify themselves) in the bus overview and control unit list. A fault memory entry appears regarding a serious exceptional communication fault with the vehicle.

There is a fault in ISTA 4.28, and the precise cause is currently being analyzed. Urgent work is currently underway to eliminate this fault.

PROCEDURE

Ensure that the fault is not caused by a defective ICOM-D (adapter for the round diagnostic connector).

Workaround:

1. Stop ISTA
2. Save the attached zip file "202103_MRK24-patch.zip" to any directory on the computer where ISTA is installed.
3. Switch to the directory with the ZIP file.
4. Unzip the 202103_MRK24-patch.zip ZIP file into the same folder.
5. Start the patching process by running the cmd file "202103_MRK24_patch.cmd".
The message "MRK24 patch successfully executed" confirms the successful patching process.
6. ISTA can be restarted.

The original state can be restored if necessary, by stopping ISTA and running the cmd file "202103_MRK24_restore.cmd".

Message "MRK24 restore successfully executed" indicates the successful recovery.

If there is an error in the execution of the patch, report the error message via TSARA case to BMW Motorrad.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Contact the BMW Technical Support Group via TSARA
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Motorrad Parts Department

Supporting Materials

[picture_as_pdf 00 05 21 ISTA 4.28 Connectivity Problems With Older Vehicles.pdf](#)
[insert_drive_file 202103_MRK24-patch.zip](#)

Service Information Bulletin

Maintenance and General Information

March 25, 2021

00 05 21

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**BMW
MOTORRAD**

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