



SIB 61 02 21

SOFTWARE UPDATE TFT INSTRUMENT CLUSTER

2021-03-19

This Service Information Bulletin replaces SI 61 02 21 **dated March 2021**.

MODEL

Model	Model Description	Production
K52 11	R 1250 RT/RTP	Up to March 31, 2021

The affected vehicles have been marked with campaign number 6211900200 in AIR.

For vehicles that are affected, the service campaign must be carried out prior to delivery.

In order to determine if a specific vehicle is affected by this campaign it will be necessary to verify the vehicle VIN in AIR (Aftersales Information Research). Based on the response of the system, either proceed with the repair or take no further action. Please note, open campaigns or vehicle stops may not appear in DCS Warranty Vehicle Inquiry or sales systems until 24-72 hours after they are announced, therefore AIR is always the recommended method for determining open campaigns and vehicle stops.

SITUATION

During a quality-check initiative, certain instabilities were noticed with the connection between smartphones and the 10.25" TFT instrument cluster, which may impair the use, operation, and display of various functions. These instabilities may cause the customer to experience navigation, telephony or media difficulties when using the corresponding functions.

CORRECTION

Motorcycles manufactured starting April 1 will have had the updated software installed from the factory.

PROCEDURE

The TFT instrument cluster must be updated according to the Repair Instruction "61 00 510 – Programming vehicle control units". The corresponding software (I level 21-03-501) is available as of March 5, 2021 with ISTA Version 4.28.1x.

TIP: Turn ignition ON before connecting the ICOM to have a quicker programming session.

The use of the full functionality of the new TFT instrument cluster requires the BMW Motorrad Connected App Version 3.0. This version is available for download from the applicable App Stores.

Please note that for a separate reason unrelated to this bulletin, Bluetooth-related fault patterns may continue to occur with Apple devices; see SI 65 01 21. This is caused by the operating system of the smartphone and will be rectified according to BMW Motorrad knowledge by Apple with a future iOS version.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Motorcycles, if applicable.

Defect code

62 11 90 02 00	Software update TFT instrument cluster
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Labor Operation

+61 00 502	Testing software	2 FRU
+61 00 510	Programming control units of vehicle (along with testing software)	2 FRU

FRUs includes all repair procedures to complete the task with allowance for necessary ancillary tasks (e.g., visual inspection, lubrication, cleaning parts etc.) and administrative tasks.

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 61 02 21 SOFTWARE UPDATE TFT INSTRUMENT CLUSTER.pdf](#)

Service Information Bulletin

General Electrical Systems

March 18, 2021

61 02 21

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**BMW
MOTORRAD**

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