SIB 84 02 20   2021-05-19
REMOTE 3D VIEW NOT AVAILABLE
This Service Information Bulletin (Revision 2) replaces SI B84 02 20 **dated April 2020.**

What's New (Specific text highlighted):
• Model production date update

MODEL

F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F95 (X5 M Sports Activity Vehicle (SAV))
F96 (X6 M Sports Activity Coupe (SAC))	F97 (X3 M SAV)	F98 (X4 M SAC)	G01 (X3 SAV)
G02 (X4 SAC)	G05 (X5 SAV)	G06 (X5 SAC)	G07 (X7 SAV)
G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)
G20 (3 Series Sedan)	G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)

Vehicles equipped with option code:

6AK ConnectedDrive Services

5DN Parking Assistance System Plus

Production date:

G12 LCI	From March 2019 to December 1st, 2019
G05, G06, G07, G14, G15, G16, G30, G32, F90, F91, F92, F95, F96, F97, F98	From July 2019 to December 1st, 2019
G01, G02	From August 2019 to December 1st, 2019
G20, G29	Start of production to December 1st, 2019

SITUATION
Remote 3D View cannot be launched In the BMW ConnectedDrive App.

CAUSE
Software error in the Advanced Telematics Module 2 (ATM2).

CORRECTION
Program the vehicle.

PROCEDURE
The following requirements need to be met before diagnosing the system:
- Customer needs a valid BMW ConnectedDrive account
- Up-to-date BMW ConnectedDrive App
- Customer must be logged in with his/her BMW ConnectedDrive profile in the vehicle
- Same profile must be logged into the vehicle as well as the App.
- Privacy Policy must be activated in the iDrive under Car, Settings, General Settings, Data and Devices, Data privacy, Agree and activate all services; or configure services
- Make certain that Remote 3D View is active

1. Make sure all of the above requirements are met, and check functionality with the customer's phone from a location with good mobile phone network coverage.

2. If the function has no or only limited availability, update the services in the iDrive under Apps, Installed Apps, Options, Update Services. Check functionality after the services have been updated.

3. If the function continues to have no or only limited availability, then check the vehicle integration level (I-level). Is the current vehicle integration level:

Model	Target integration level
F90 F97 F98 G01 G02 G12 G30 G32	**S15A-20-03-532 or higher**
F91 F92 F95 F96 G05 G06 G07 G14 G15 G16 G20 G29	**S18A-20-03-530 or higher**

> **YES:** Further diagnosis with ISTA is needed
> **NO:** Proceed to Step 4

4. Program the vehicle using ISTA 4.22.2x or higher (released March 2020).

Model	Target integration level
F90 F97 F98 G01 G02 G12 G30 G32	**S15A-20-03-532 or higher**
F91 F92 F95 F96 G05 G06 G07 G14 G15 G16 G20 G29	**S18A-20-03-530 or higher**

5. After programming, update services in the iDrive and check functionality.

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION
Parts exchange will not provide a solution

WARRANTY INFORMATION
During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Update the vehicle to the required I-level or higher by performing and submitting for one of the open Technical Campaigns instead. Please be sure to also perform any additional work (before and/or after) the campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

In conjunction with performing these Technical Campaign repairs on the vehicle, if needed for the repair described in this bulletin, claim the diagnosis portion provided below (excluding the flat rate labor operations

for battery charging, programming and encoding) together with a corresponding explanation on the RO and in the claim comments.

Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks as described below.

Defect Code:	8411361500	Permanent malfunction on the BMW ConnectedDrive services
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, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
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

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.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related IRAP recovery procedure (when applicable as required)/repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

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For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).