SIB 09 03 21　　　　　　　　　　　　　　　　　　2021-10-22
NO RSU OFFER TO RSU CAPABLE VEHICLES

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	All	All
F90	M5 Sedan	As of July 2020	All
F91	M8 Convertible	All	All
F92	M8 Coupe	All	All
F93	M8 Gran Coupe	All	All
F95	X5 M	All	All
F96	X6 M	All	All
G01	X3 (LCI)	As of August 2021	All
G02	X4 (LCI)	As of August 2021	All
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
G22	4 Series Coupe	All	All
G23	4 Series Convertible	All	All
G29	Z4 Roadster	All	All
G30	5 Series	As of July 2020	All
G42	2 Series Coupe	All	All

SITUATION

In some rare cases a customer vehicle might be excluded from one or more Remote Software Upgrade (RSU) campaigns. This SIB gives an overview how to identify these vehicles and how to proceed in case of a customer complaint.

With the increased amount of Remote Software Upgrade capable vehicles and Hardware / Software variants and with the target to increase the RSU quality, some vehicles are excluded from an RSU. In case of a customer complaint, please follow the following procedure to verify if a vehicle is actively excluded from BMW backend side or if the vehicle might have a problem.

CAUSE

There are various reasons why vehicles are excluded from a certain or multiple RSU campaigns:
- A Software / Hardware combination is more likely to result in a programming failure
- The target Software contains potential faults in the functionality

The exclusion can be defined based on option code combinations, I-Level criteria; or defined for certain VINs.

CORRECTION

If the vehicle is excluded from BMW backend side, the vehicle can be programmed with ISTA to the latest I-Level. In most cases the vehicle will be able to receive further RSUs from that point onwards.

PROCEDURE

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First, determine what is the vehicle's current I-level by either using AIR, or the ISPA NEXT application. Also, check if the vehicle shows any open programming and encoding-related Technical Campaign repairs.

Depending on the results of the above, proceeded as necessary.

How to identify when a vehicle is excluded from a RSU campaign rollout:

1. If a customer inquires about the availability of a Remote Software Upgrade that is not showing in their vehicle, the vehicle maybe not have yet been activated for the rollout.

   A RSU rollout is usually performed in waves and it may take up to 5 weeks before the current rollout reached 100% of the eligible vehicles or it may have already been completed.

2. Check within the vehicle for an available Remote Software Upgrade
(Menu → Vehicle → Settings → General settings Remote Software Upgrade)
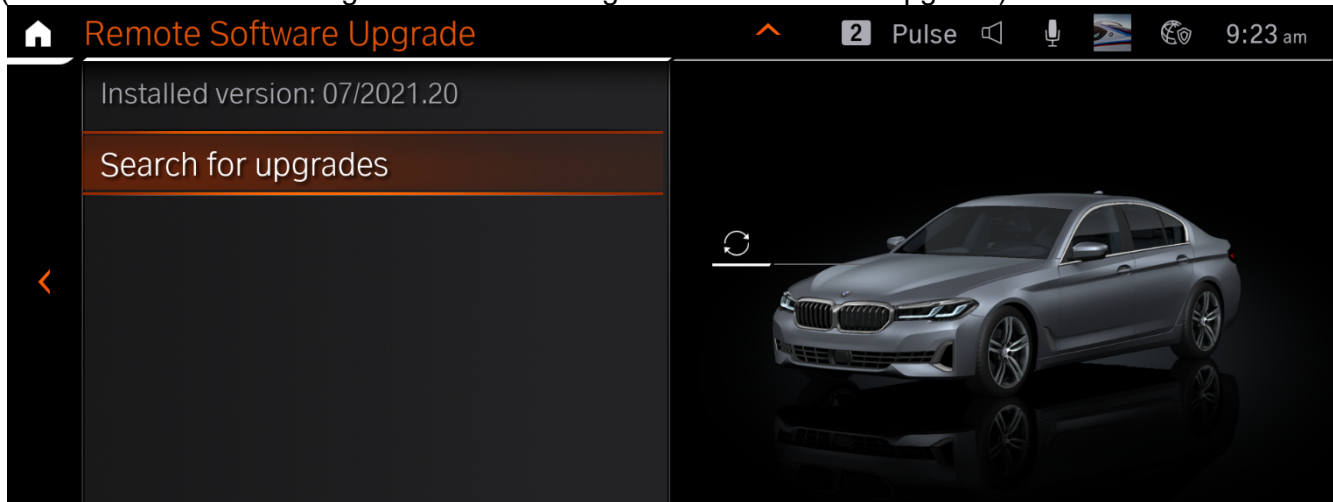
   a. In cases where an offered Remote Software Upgrade was previously ignored by the customer, the search will result in new offered Software. Depending on the current vehicle Software, the vehicle needs to load more Updates to reach the latest Software version. The software can be downloaded by the customer and installed afterwards. In this case the vehicle update with ISTA is not covered by warranty.

   b. If the Menu shows information on an available update (most recent or older) but does not offer the installation, there are potential issues in the vehicle (i.e., not fulfilled preconditions, battery discharged). In this case, please perform a diagnosis with ISTA and follow the offered test plans.

Please note that the RSU installation is only offered in the "goodbye" screen after completed preparation and when a driving cycle is ended (when the engine is turned off). The preparation is only performed during a driving cycle (or while in diagnostic mode).

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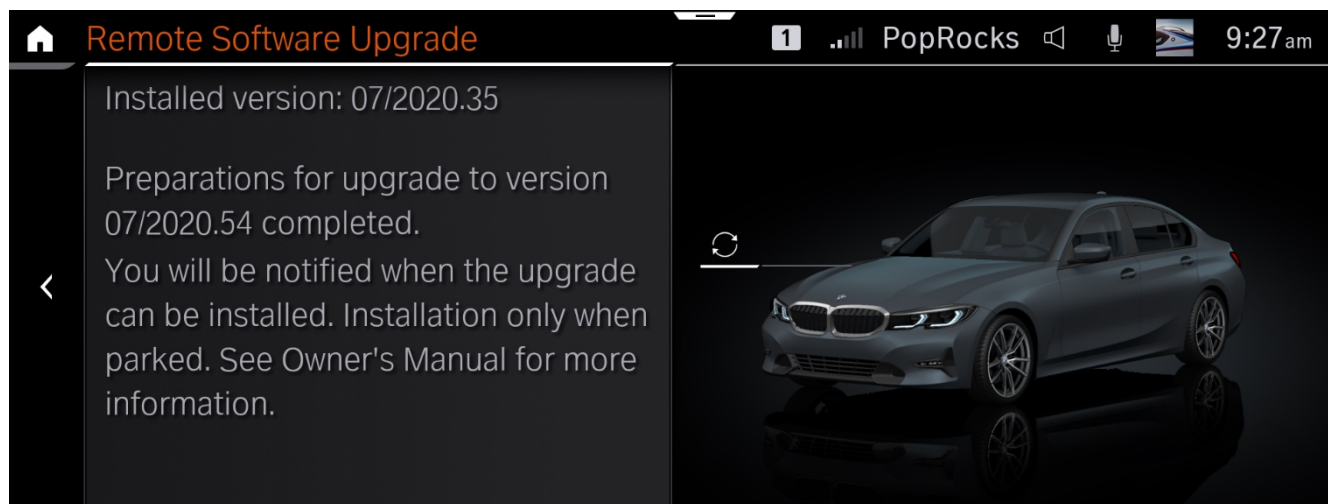
   c. A vehicle is only potentially excluded from an RSU rollout when-
- The search for a rollout shows that there is no upgrade available, and-
- The shown installed version is older that the current Software version rolled out via RSU and the RSU rollout is active since at least 5 weeks

   d. In this case the vehicle can be programmed with ISTA and the programming costs will be covered by warranty.

CLAIM INFORMATION

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

Select one of these open Technical Campaigns to perform and submit for updating the vehicle's software to the required I-level or higher.

Please be sure to perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply, then the BMW substitute RSU procedure is:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Vehicles and Light Trucks, or the BMW Certified Pre-Owned Program as described below.

Defect Code:	6512791500	Remote software upgrade Permanent malfunction

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

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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

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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, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

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

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including diagnosis) in AIR that apply.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, 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

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