



SIB 00 05 21

ISTA CONNECTIVITY PROBLEMS WITH OLDER VEHICLES

2021-09-20

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

What's New:

- Firmware update is available for ICOM-Next.
- Patch not needed with newest ISTA 4.31 release.

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

One of the following situations can occur when connecting to BN2000 motorcycles:

1. 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 communication fault with the vehicle.
- Control units initially communicate after connecting to the vehicle, but communication later stops.

This is a known issue that is fixed in ISTA version 4.31.xx, released in September of 2021.

PROCEDURE

Install the newest release of ISTA, 4.31.xx or later. After installing the ISTA update, a new motorcycle-specific firmware (version 03-15-07) for the ICOM Next will need to be installed; the status of ICOM Next in ISTA will be marked with "firmware". The ICOM firmware update supported by ISTA must then be performed (this function is found in the ISTA connection manager in the top toolbar).

NOTICE: This firmware, version 03-15-07, may only be installed on the ICOM-Next, which should then be used exclusively for BMW motorcycles. This firmware is not suitable for BMW Group cars, as unexpected malfunctions may occur.

The new ISTA release should resolve all connectivity faults, but below are alternative workarounds:

- ISTA/P can be used to read and reset service date and service distance; these functions are located in "Maintenance" -> "Service Functions"
- If installing ISTA version 4.31 or later does not help, an older version of the ICOM (A1/A2 - 1st generation ICOMs) can be tried as a workaround.
- As a last resort, an older version of ISTA, 4.27.31, can be used temporarily. For a detailed description of the process of downgrading ISTA, please follow the directions in "How to downgrade ISTA", attached.

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 How to downgrade ISTA.pdf](#)

[picture_as_pdf 00 05 21 ISTA CONNECTIVITY PROBLEMS WITH OLDER VEHICLES.pdf](#)

ISTA: How can a previous version of the application ISTA be installed?

Performing a downgrade of ISTA



Solution

Please make sure that all necessary system requirements have been fulfilled before using this solution.

Please refer to [General system requirements for each release](#).

In order to avoid any issues with the current ISTA releases, it can be helpful to install a previous ISTA release.

This is possible as long as this release didn't reach its usage end in the central systems. Please check the related current market communication!

In order to perform the downgrade, please perform the following steps:

1. Uninstall the current ISTA release from the tester, where the previous release shall be installed, by using the feature "Uninstall ISTA" of the ISTA Launcher.
2. Delete all files "ISTA-META", "ISTA-META_SDP" and "ISTA-META_SDP-MR" of newer ISTA releases from the shared storage or move them to a different folder in the file system in order to avoid having them installed.
3. Stop the ISPI Admin Client on the Download Device.
In order to do this, right-click with the mouse on the symbol of the ISPI Admin client in the Windows taskbar (The symbol can be found in the tray on the right hand side of the taskbar, after opening up the hidden symbols)
4. Install the requested ISTA release on the ISTA workshop tester by the feature "Install ISTA". Prior to the start of the installation, the ISTA version which will be used for the installation, will be displayed.
Please confirm this, in order to start the installation.

As soon as the above described installation has started, the moved files "ISTA-META", "ISTA-META_SDP" and "ISTA-META_SDP-MR" can be put back into the Shared Storage and the ISPI Admin Client can be started again.

It is recommended to deactivate the automatic update feature in the ISTA Launcher as long as this previous ISTA release shall be used on that tester in order to avoid unintended updates to the current ISTA version.

Organisation :	Dealer Organisation
	Internal Location
Sparte :	Motorcycle
	Car
Thema :	ISTA
Scope of activities :	Technician
	IT-Administration
Sub-Group-1 :	#SW#ISTA
Sub-Group-2 :	TECHNICAL-INST

6/8/2021

ISTA: How can a previous version of the application ISTA be installed?

ITSM Service :

tric-ista-engineering:global

ITSM Group :

most_qualified_group

Categories :

COMPASS / CaVORS / IT Support / Solutions

Valid from :

Valid until :

Service Information Bulletin

Maintenance and General Information

September 20, 2021

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**BMW
MOTORRAD**

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