



SIB 62 04 21 10.25" TFT DISPLAY SOFTWARE UPDATES

2021-09-22

Model	Model Description
K52 11	R 1250 RT
K35	R 18 B / Transcontinental

SITUATION

In an effort to continuously improve Motorrad connectivity capabilities, an important software update for the new 10.25" TFT display is scheduled.

I level 21-07-520 from ISTA version 4.31.16 or newer resolves the following complaints:

Navigation:

- No navigation announcement during radio operation
- Split screen sporadically remains black when switching to navigation display
- Android: Navigation sporadically interrupts during phone calls
- Android: Map navigation not starting

Bluetooth basic function:

- Device temporarily disappears from the pairing list
- Helmet temporarily unavailable in the connection menu
- Connection menu permanently greyed out

Telephony:

- Wrong contact is displayed upon incoming call
- Picture of the caller is not displayed in full
- Contact details cannot be selected
- Caller is displayed as unknown despite being stored in the phone book

Media:

- iOS: Music player stops after every song
- No music is audible in the helmet

PROCEDURE

In the event of a customer complaint matching one or more from the list above, carry out a software update to the appropriate I-level.

WARRANTY INFORMATION

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

Defect code

62 11 95 01 00	Special invoice for Connectivity
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Labor Operation

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61 00 002	Testing software	3 FRU
+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.

Labor operation code 61 00 002 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

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 62 04 21 10.25" TFT DISPLAY SOFTWARE UPDATES.pdf](#)

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**BMW
MOTORRAD**

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