



SIB 00 10 20

2021-11-02

**RECOMMENDATION: UPDATE REPAIR ORDER**

This Service Information Bulletin (Revision 1) replaces TRI B00 10 20 **dated May 2020**.

This bulletin is information only, no claim information intended.

**What's New** (Specific text highlighted):

- This Service Bulletin B00 10 20 replaces TRI B00 10 20
- New RSU-compatible E-Series added to Model
- Recommended disclaimer updated with ConnectedDrive Store reference

**MODEL**

E-Series	Model Description	Production Date
F44	2 Series Gran Coupe	All
F90	M5 Sedan	As of July 2020
F91	M8 Convertible	All
F92	M8 Coupe	All
F93	M8 Gran Coupe	All
F95	X5 M Sport Activity Vehicle	All
F96	X6 M Sport Activity Coupe	All
G01	X3 (LCI)	As of July 2021
G02	X4 (LCI)	As of July 2021
G05	X5 Sport Activity Vehicle	All
G06	X6 Sport Activity Coupe	All
G07	X7 Sport Activity Vehicle	All
G12	7 Series Sedan (LCI)	As of March 2019
G14	8 Series Convertible	All
G15	8 Series Coupe	All
G16	8 Series Gran Coupe	All
G20	3 Series Sedan	All
G22	4 Series Coupe	All
G23	4 Series Convertible	All
G26	4 Series Gran Coupe	All
G29	Z4 Roadster	All
G30	5 Series Sedan (LCI)	As of July 2020
G42	2 Series Coupe	All

**INFORMATION**

To maintain offering premium products to our customers, we have performed a future-proof change in the creation and delivery of vehicle software. The “Ready-for-Future” process activates new or upgraded features in a customer’s vehicle after a successful software upgrade.

BMW of North America (BMW NA) has made information available online to customers about software versions, including any changes to vehicle functionality that will result from each update. BMW NA recommends that each BMW center updates its Repair Order (RO) form to include a notification to the customer of:

- Potential updates
- Where there is a change in existing functionality
- When features are added to the vehicle

Below is a template disclaimer we recommend that you include on ROs in the appropriate place to notify customers of potential updates and obtain their consent to install them. It contains a reference to the BMW NA website that provides a description of such updates.

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“If necessary, your vehicle will be updated with the current software version applicable to your vehicle model. Details of any function improvements or new functions can be found online in the ConnectedDrive Store in the BMW Remote Software Upgrade area.”

As a reminder, the BMW NA Warranty Department's requirements related to software updates and warranty claims can be found in the Warranty Policy & Procedures Manual. Please note that the sample disclaimer above is suggested for inclusion at the bottom of all ROs, including for customer pay repairs. However, each BMW center should ensure its ROs, invoices, and other materials comply with all local rules and regulations pertaining to such disclaimers and obtaining consent from customers for vehicle modifications.