



This Service Information Bulletin replaces SI 62 04 21 **dated September 2021**.

What's New:

- Additional Complaint Resolution Information Added

MODEL

Model	Model Description	Model Year
K52 11	R 1250 RT	2021
K35	R 18 B / Transcontinental	2022
K48/K61	K 1600 (ALL)	2022

SITUATION

This bulletin describes important software updates for the new 10.25" TFT instrument display.

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

I level 21-11-510 from ISTA version 4.33.2x or newer resolves the following complaints:

Navigation:

- iOS: Map navigation permanently interruption during outgoing phone calls
- iOS: arrow navigation, navigation menu and media lists remain "frozen" after loss of connection
- iOS: sporadic failures of map and arrow navigation during phone calls

Telephony:

- Telephone book is not loaded completely after a new contact was added

Media:

- No music audible in WCS2 communication system after WCS2 was switched off and on again
- Media player does not restart after "Start" if "Pause" was pressed before.

PROCEDURE

Carry out software update on the next service visit to the I-level listed, or newer.

NOTICE: A new motorcycle can be updated with the newest I-Level prior to delivery; a software update can be invoiced as part of the pre-delivery check using the information listed in SI: 00 04 21 - SOFTWARE UPDATE OF CONTROL UNITS.

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

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](#)

Service Information Bulletin

Instruments

January 3, 2022

62 04 21

10.25" TFT DISPLAY SOFTWARE UPDATES



**BMW
MOTORRAD**

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