



## DIGITAL TIRE DIAGNOSIS SERVICE STILL PRESENT IN THE APP AFTER REPLACING TIRES

### MODEL

F44 (2 Series Gran Coupe)	G20 (3 Series Sedan)	G22 (4 Series Coupe)	G23 (4 Series Convertible)
G26 (4 Series Gran Coupe)	G26 BEV (4 Series Grand Coupe)	I20 (iX Sports Activity Vehicle)	All models from start of production

### SITUATION

The customer finds an indication in the “myBMW” app that the tires need service due to wear. Even after replacing the tires, the tire service indicator is still present in the myBMW app.

### INFORMATION

After replacing tires and successfully programming the Tire Pressure Monitoring System (TPMS) using the RDC tool to transfer the QR code information on the sidewall, the “back-end” support systems need time to update the new tire information.

**Depending on network connection or duration of drive cycles, this update can take up to a few days.**

If the notification is still present in the myBMW App after about two weeks, the back-end has not correctly received the information regarding the new tires.

As a result, the following consequences occur:

- The wear prediction on the new tires does not start
- The wear prediction in the myBMW app appears “frozen” to the last moment the information in the back-end was complete (i.e. before the replacement)
- The wear prediction disappears from the myBMW app automatically only after 180 days (60 days starting July 2022)

There are two possible root causes for this situation:

- BMW approved tires for the specific vehicle (star-marked, with a QR code on the sidewall) were mounted, but the procedure for the TPMS programming was not performed correctly

**Solution:** Perform the TPMS programming procedure using the RDC tool again as described in the online training OL5625 (available on TMSi).

Please perform the correct TPMS programming procedure within maximum 1000 miles from the last tire replacement. Waiting longer results in an incorrect wear prediction on the new tires.

In order to program the TPMS correctly, the tires can stay mounted on the vehicle and the procedure can be also performed in the customer’s driveway.

- Aftermarket tires (i.e. non-BMW approved, non star-marked, without a QR code on the sidewall) were mounted

**Solution:** Mount BMW approved tires, performing the TPMS programming process correctly.

**Note:** If the customer decides to keep the aftermarket tires, the warning will be visible in the myBMW app for 180 days (60 days starting July 2022).

The wear prediction will not be available and a reactivation will only be possible when the aftermarket tires are replaced with BMW approved tires for the specific vehicle (and the TPMS programming process is correctly performed).

## **CLAIM INFORMATION**

This Service Information Bulletin provides technical data, related requirements, vehicle and replacement tire setup information for the tire service function in the myBMW app.

## **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