



SIB 36 01 22

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

This Service Information Bulletin (Revision 1) replaces SI B36 01 22 **dated March 2022**.

What's New (Specific text highlighted):

- Information

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 if the need for service appeared in the back-end after March 15th 2022)

There are two possible root causes for this situation:

1. Star-marked tires equipped 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.

2. Not star-marked tires or star-marked tires not equipped with a QR code on the sidewall were mounted on the vehicle.

Solution: Mount star-marked tires equipped with a QR code, performing the TPMS programming process correctly.

Note: If the customer decides to keep the incompatible tires, the warning will be visible in the myBMW app for 180 days (60 days if the need for service appeared in the back-end after March 15th 2022).

The wear prediction will only be available for vehicles with star-marked and QR-coded tires mounted on the vehicle and when 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