

**SIB 36 01 22**

2022-05-31

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

This Service Information Bulletin (Revision 2) replaces SI B36 01 22 **dated April 2022**.

What's New (Specific text highlighted):

- Additional 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 15, 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. Tires which are not star-marked, or 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 15, 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.

ADDITIONAL INFORMATION

How does the system react to winter tire swaps or or tire swaps using the same wheel electronics?

A. Only tire change using the same wheels and TPMS sensors

When the All Season or Summer tire is removed from the rim, the TPMS should be left for more than 2 minutes at the ambient pressure. In this case the tire information in the TPMS is wiped out. Once the winter tires are mounted and inflated, the technician should just use the RDC tool to read the QR code and program the wheel electronics.

In the TPMS initialization menu, choose the “automatic” Tire Recognition, and the vehicle (and the back-end) will recognize the new tires. When putting back the “old” tires after the winter, follow the same procedure with the “old” tires (2 minutes at ambient pressure, QR code reading with the RDC tool, wheel electronics programming, Automatic Tire Recognition).

- o The system will recognize (thanks to the QR code) the “old” tires are being mounted on the vehicle, and will start the wear prediction from the last status of the old tires

B. Complete set (with new tires, rims and TPMS)

Follow the programming procedure:

Use the RDC tool to read to QR code and program the wheel electronics of the winter set.

- o In the TPMS initialization menu, choose the “automatic” Tire Recognition and the vehicle (as well as the back-end) will recognize the new tires
- o When putting back the “old” set, there is no need of reprogramming the wheel electronics if the “old set” has been kept inflated. It is nevertheless necessary to use the automatic tire recognition when initializing the TPMS.

Note: Digital Tire Diagnosis is able to keep the “memory” of three different tire sets for each VIN.

Further additional information can be found in Techipedia-

https://technipedia.bmwgroup.net/tepi/en_us/chassis/wheels-tyres/tyres/digital-tire-diagnosis

https://technipedia.bmwgroup.net/tepi/en_us/chassis/wheels-tyres/tyres/tyre-pressure-control-rdc/rdc-tool

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

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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