SIB 00 04 21 2022-06-15

# SOFTWARE UPDATE OF CONTROL UNITS

This Service Information Bulletin replaces SI 00 04 21 **dated July 2021**.

**What's New:**

- Importance of updating software and debiting of warranty claims
- Mandatory use of correct battery chargers during programming.
- The tip about programming speed updated

## MODEL

| |
|---|
| ALL |

## SITUATION

For warranty claims regarding software updates for BMW Motorrad, there are two categories to consider:

- Software update during the pre-delivery check for new vehicle.
- Vehicles that have already been delivered to customers.

## PROCEDURE

**For New Vehicles:**
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 the warranty section, below.

**Vehicles already delivered to customers:**
Invoicing software updates based on warranty is only permissible when a specific customer complaint is provided along with directions from the diagnosis system **or** when instructed to by a Service Information Bulletin, TSARA or a Technical Campaign (Recall or Service Action).

Some repairs may include a required software update as part of the repair instructions. If a repair contains programming, adaptation or testing instructions, all steps listed must be carried out for the repair to be considered complete.

To ensure the I-Level update is recorded properly, please pay attention to:

- ISTA computer is updated to the latest software version or at a minimum, to the level specified in the repair instructions or service bulletin before programming.
- The I-level is checked **after** programming and meets the minimum requirements of the repair instructions or service bulletin.
- Maintain internet connectivity of the programming computer and allow all data transfers to complete prior to terminating ISTA or shutting down.

Repairs that have been incorrectly or not completely performed will have warranty claims debited back, partially or in full, depending on the individual case.

**Important:** When a software update is carried out, it is necessary to provide a meaningful comment regarding the reason and/or customer complaint in the warranty claim. Warranty claims without comments will be rejected.

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Updating control units without a specific reason, such as outlined above, is not covered by the New Vehicle Warranty.

**TIP**: On motorcycles with TFT KOMBI instrument clusters, programming will be a lot faster if ignition is turned ON prior to connecting the ICOM.

**Mandatory use of proper battery chargers when programming.**
A motorcycle battery cannot sustain the minimum-required voltage levels that are required when programming. Having voltage go below the acceptable minimum threshold can result in interrupted programming and bricked modules that may require replacement.

It is imperative that an approved charger, such as the Deutronic SmartCharger Lithium 35, Part number 8139 5 A08 1B7, is used while programming.




Deutronic SmartCharger Lithium 35

Please see SIB 00 07 21 for more information about BMW Motorrad-approved chargers.

## PARTS INFORMATION

**Part Number**

| | |
|---|---|
| 8139 5 A08 1B7 | Deutronic SmartCharger Lithium 35 |

## WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Motorcycles, if applicable.

**For new Motorcycles, pre-delivery:**
**Defect code**

| | |
|---|---|
| 90 00 11 02 00 | Software update before delivery |

**Labor Operation**

| | | |
|---|---|---|
| 61 00 002 | Testing software | 3 FRU |
| +61 00 502 | Testing software | 2 FRU |
| | | |

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| | | |
|---|---|---|
| +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.

**For vehicles already delivered to customers:**
If not already included as part of a technical campaign, specific repair instructions or a service bulletin, 3 FRU's of worktime (2 FRU's plus position) may be claimed for the update.

## 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* 00 04 21 SOFTWARE UPDATE OF CONTROL UNITS.pdf

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