SIB 65 27 23   2023-11-20
APPLE CARPLAY® VARIOUS OPERATIONAL FAULTS
This Service Information Bulletin (Revision 1) replaces SI B65 27 23 **dated September 2023.**

What's New (Specific text highlighted):
- Revision of Procedure section

☒	THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	From April 2023
G06	X6 Sports Activity Coupe	From April 2023
G07	X7 Sports Activity Vehicle	From April 2023
G70	7 Series Sedan	From July 2022
i20	iX Sports Activity Vehicle	From March 2023

SITUATION

Customers may be experiencing one or more of these 3 issues with Apple CarPlay® operation:
- No selections can be made in Apple CarPlay® using the I-Drive Controller
- Apple CarPlay® connections may intermittently be dropped and reconnected
- When connecting a mobile device using Apple CarPlay®, the following warning pop-up may be displayed
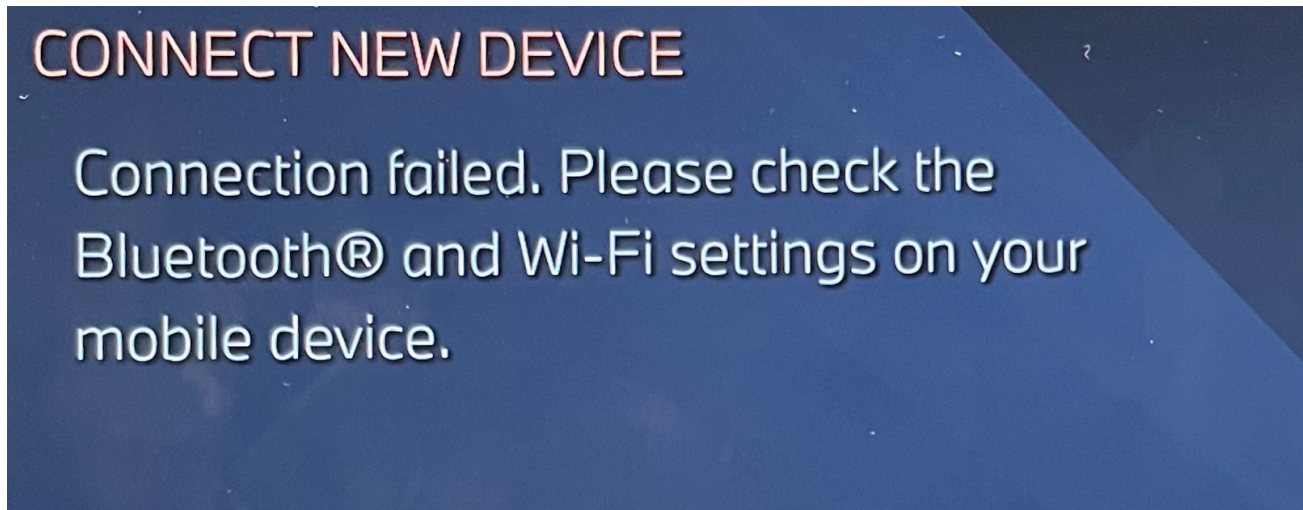
CAUSE

Unfavorable software in the head unit (HU-H5).

CORRECTION

Program the head unit (HU-H5).

PROCEDURE

Determine the vehicle's current I-level by either using AIR or the AWP (Aftersales Workplace) applications.

If the I-Level is currently at …23-11-520 or a more recent version:
- Do not program the vehicle
- Continue with standard diagnosis

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If the I-level is lower than …23-11-520:

Program the vehicle to I-level S18A/I020/G070-23-11-520 or higher using ISTA 4.44.2x (released November, 2023) or higher.
- Connect the battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine measures plan
- Accept and fully work through the measures plan with the control units to be programmed/encoded and enabled
- <u>Follow the rework list</u>
- **Depending on the rework list, carry out a vehicle test and delete the fault memory if needed**

After the programming has been fully completed, check functionality of the system.

<u>Note:</u> ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

For information on programming and coding with ISTA, refer to Dealer Universal Portal / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

CLAIM INFORMATION
Vehicle Programming and Encoding

During this workshop visit, the affected vehicle may show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle's software to the required I-level or higher.

Please be sure to perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Repair Code:	6512580200	Head Unit High HU-H (Nav Professional) Software error / internal device fault

Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test **(Main work)**	As applicable
Or:		
00 00 556	Carrying out vehicle test **(Plusposition work)**	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And		

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61 00 730	Programming/encoding control unit(s)	As applicable

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number, which consists of the last seven (7) characters of the VIN. Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin with the labor operation codes that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Repair Code and labor operation codes (including the diagnosis*) that apply.

*Based on which one applies to your center, please refer to **SI B01 01 20 or B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics and related test plans, claim this work with the applicable Repair Code in AIR and the flat rate labor operations codes (including the diagnosis*) that apply.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

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