



SIB 09 02 23

2023-11-28

BMW REMOTE SOFTWARE UPGRADE AND RELATED FUNCTIONS NOT POSSIBLE

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Affected Option Code
G07	X7 Sports Activity Vehicle	Comfort Access (322) Parking Assistant Plus (5DN)
i20	iX Sports Activity Vehicle	
U11	X1 Sports Activity Vehicle	

SITUATION

BMW Remote Software Upgrade (RSU) is not possible. The “Remote Software Upgrade” menu shows the following text:

“A remote software upgrade and the activation of functions are not possible. Please contact your service partner to restore functionality.”

Additionally, certain purchased BMW ConnectedDrive Upgrades that require RSU for installation cannot be activated. After the purchase, the status of the upgrade displayed the CID remains “In Activation”.

CAUSE

Unfavorable software in the Basis Central Platform (BCP).

CORRECTION

Program the Basis Central Platform (BCP).

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 higher:

- Do not program the vehicle
- Continue with standard diagnosis

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

Program the vehicle to I-level S18A/I020/U006-23-11-520 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
- Follow the rework list
- **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.

Note: 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 also 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 to the required I-level or higher (Includes labor operation codes 00 00 006/556, 61 21 528 and 61 00 730).

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

Only when the above 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 as described below.

Repair Code:	6138450200	BCP Basic Central Platform, software error / internal equipment fault
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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 (Plus 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		
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 them (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

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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

