



SIB 65 06 24

2024-05-20

SERVICE ACTION: UPDATE HEADUNIT APPS-HU-H6

 THIS REPAIR IS MOBILE FRIENDLY

## MODEL

E-Series	Model Description	Production Date
U10	X2 Sports Activity Coupe	From April 10, 2024 to April 29, 2024
U11	X1 Sports Activity Vehicle	From April 10, 2024 to April 29, 2024

## AFFECTED VEHICLES

- Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry
- Please make sure you check your center’s inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS
- For centers that qualify, this Service Action repair is eligible to be performed via Mobile Assistance

## SITUATION

In certain vehicles, the speeds in the Active Safety menu may be incorrectly displayed as 0 miles per hour (MPH).

## CAUSE

Unfavorable software in certain apps in the vehicle headunit (HU-H6).

## CORRECTION

Vehicle App update via the ConnectedDrive Store app in vehicle.

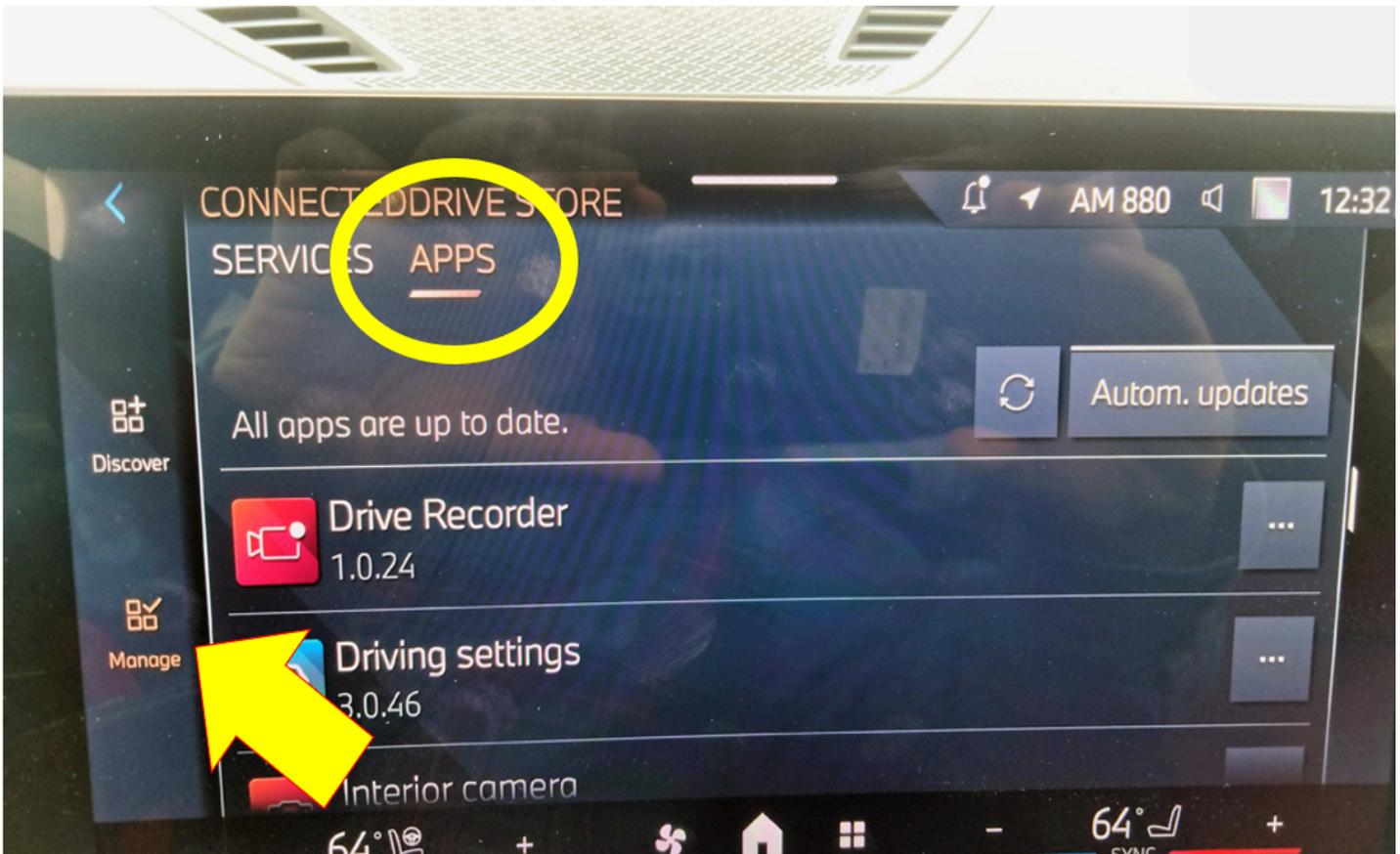
## PROCEDURE

Updating the apps in the vehicle must be done in the ConnectedDrive Store app via the following path:

1. In the App Home Screen, select the ConnectedDrive Store app.

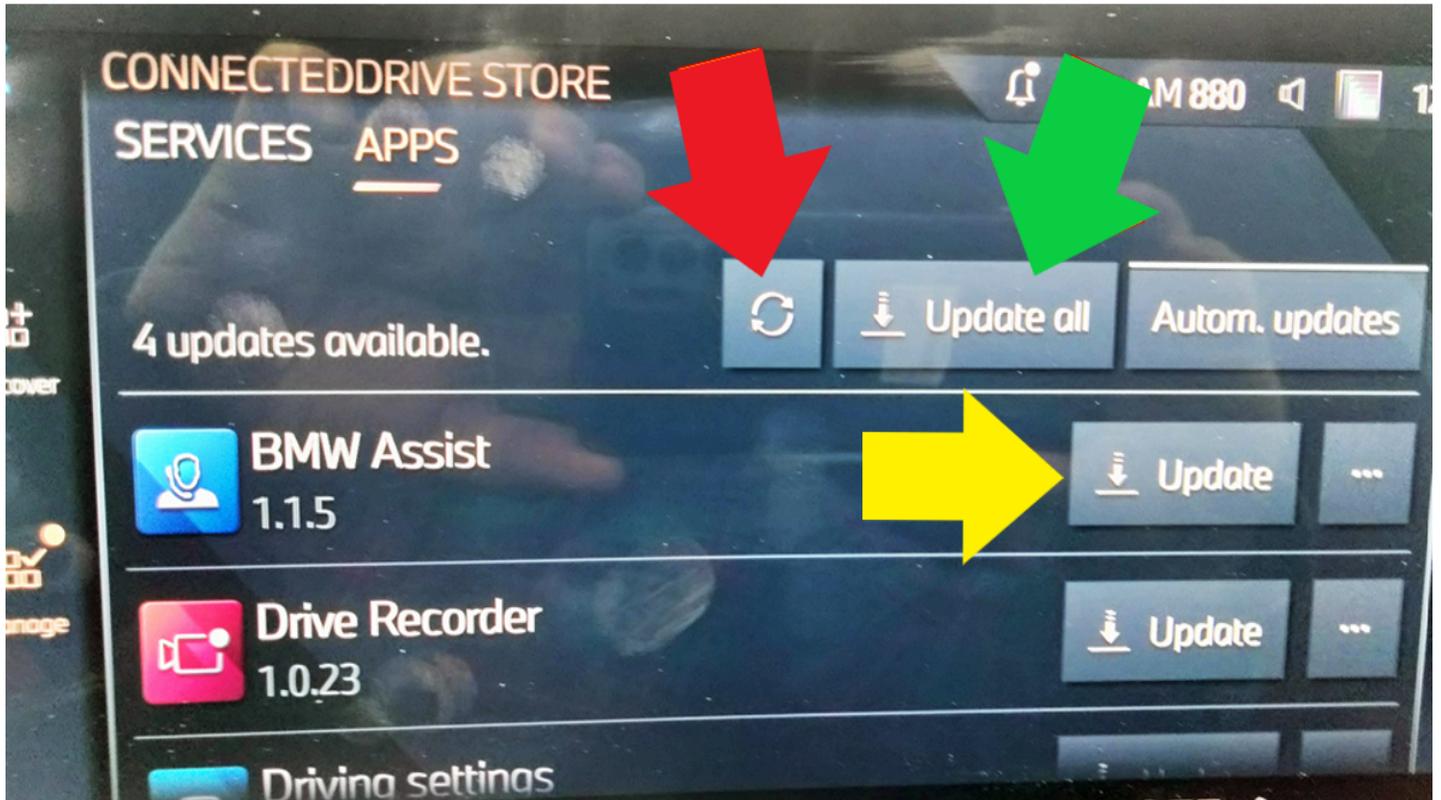


2. In the ConnectedDrive app, select the “Manage” tab and choose the “Apps” menu.

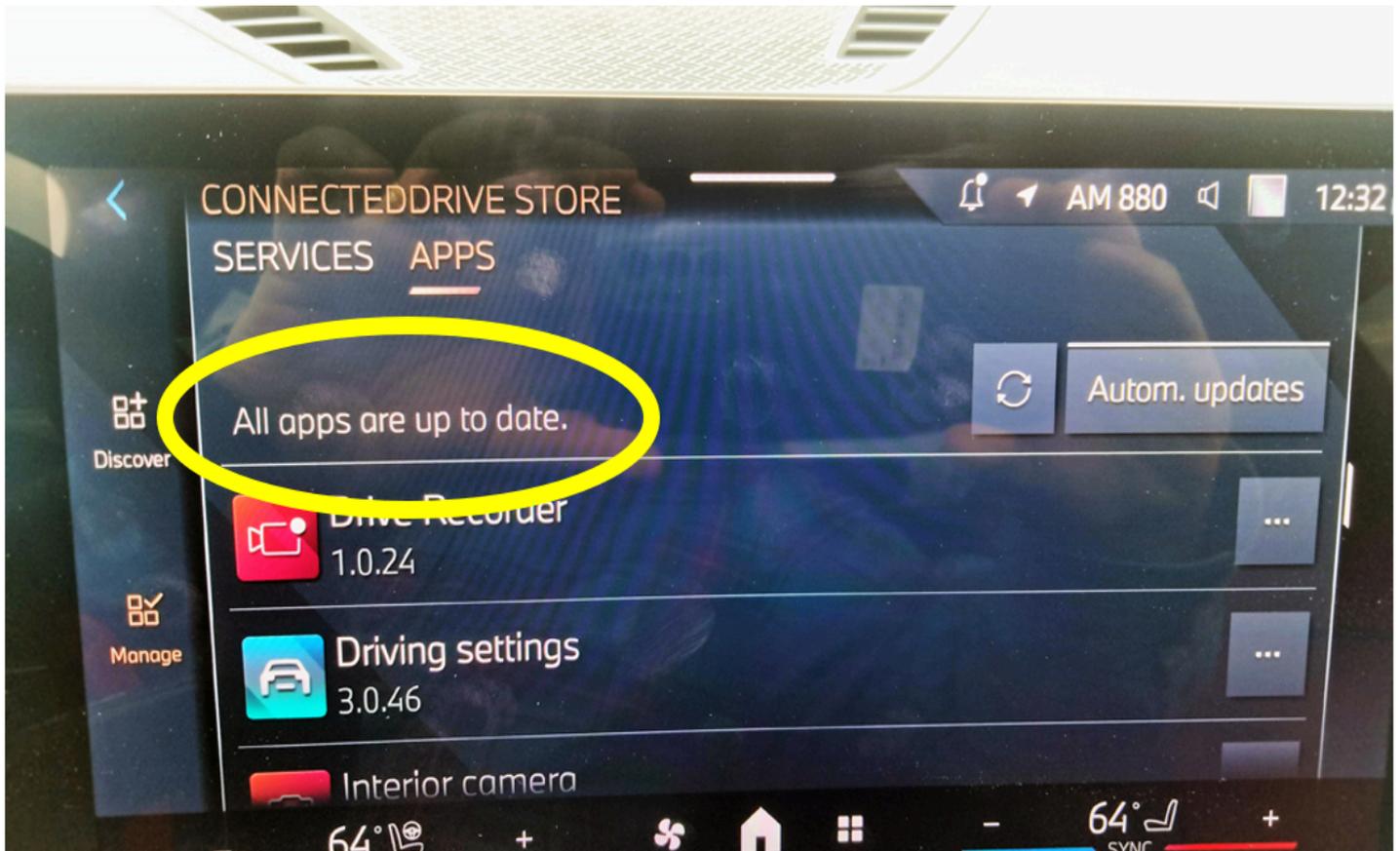


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3. In the “Manage” tab, all apps installed in the vehicle will be listed. Each app with a newer version can be identified by the “Update” button next to the app data in the app list (yellow arrow). To update all apps, the “Update All” button can be used (green arrow). The two circular arrow button (red arrow) is used to update provisioning and services in the vehicle. This doesn’t need to be done for this procedure.



4. Once the apps are finished updating, the message “All apps are up to date” will be displayed on the screen. If the apps are finished updating, or were already up to date, then the procedure is finished.



**CLAIM INFORMATION**

Reimbursement for this Service Action will be via normal claim entry utilizing the work package information below.

<b>Repair Code:</b>	<b>0065680400</b>	<b>U10 U11 Updating head unit apps</b>
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Below is the special flat rate labor operation code choice for this action.

**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 76 548	Updating Apps in the ConnectedDrive Store	1 FRU

**Claim Repair Comments**

Only reference the SIB number and work package (Pkg) number, one (1), that was performed in the technician's RO notes and in the claim comments (For example: B65 06 24 WP 1), unless otherwise required by State law.

**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

