

**Measure no.**

US 62571524-03

**Subject**

Attention! Vehicle inactive after programming with ISTA/P version 3.58.2.001

**Status date (mm/dd/yy)**

4/12/16

**Status**

Accepted

**Organization**

US, MOT

**Date created (mm/dd/yy)**

4/12/16

**Created by**

Rainer Wanninger

**PQM Problem reference****Release date (mm/dd/yy)****Approved by****Dealer release**

Allow automatic release

**Vehicles affected****E series**

K17 K18/11 K19/11 K46/12 K47

K48 K49 K50 K51 K52

K53 K54

**Engine****Body****Production period (from/to)**

(mm/dd/yy)

**Comment on production period****Feedback (all cases relating to****measure up to) (mm/dd/yy)**

/

**Complaint**

During programming with ISTA/P software version 3.58.2.001, a programming abort occurred. Afterwards the vehicle is inoperative and can no longer be started. Repeated programming with ISTA/P version 3.58.2.001 is not possible.

**Cause**

Software bug in ISTA/P software version 3.58.2.001. This ISTA/P version had been released by the passenger car colleagues therefore BMW Auto/Motorrad centers are affected. Note: This version was not released to BMW Motorrad only dealers.

**Measure**

Renewed programming can be performed with the earlier ISTA/P version 3.58.1.003. For this reason ISTA/P version 3.58.1.003 needs to be installed on the workshop PC for the above-mentioned vehicles before performing programming or servicing with ISTA/P. Note: The attachment contains instructions for uninstalling the faulty ISTA/P version 3.58.2.001 and new installation of ISTA/P 3.58.1.003.

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**Complaint**

<b>Fault location</b>	<b>Fault type</b>	<b>Fault place</b>	<b>Fault conditions</b>
▶ Starting / stopping engine	Engine: start not possible		Permanent Ignition on

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**Cause**

<b>#</b>	<b>Fault location</b>	<b>Fault type</b>	<b>Fault place</b>
▶ 1	13/61 DME engine control unit		
	<b>Repair Task</b>	<b>Special Clearance</b>	<b>Area</b>
		No	Powertrain

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**Fault code**

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**Progman / DIS / ISTA / ISTA/P**

<b>System</b>	<b>State</b>	<b>Version</b>
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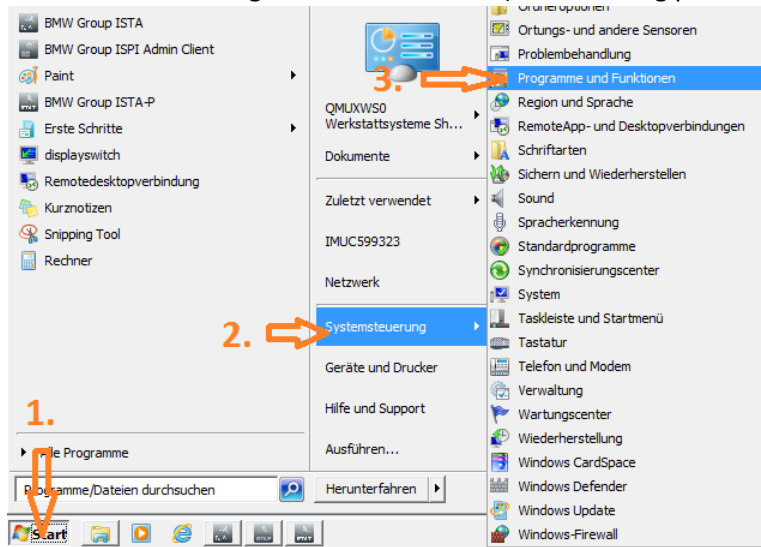
## Instructions for deinstallation of ISTA/P 3.58.2.001 and reinstallation of ISTA/P 3.58.1.003

As the ISTA/P release 3.58.2.001 is not working for BMW Motorrad models, but is crucial for BMW car models, **already installed ISTA/P releases 3.58.2.001 in BMW Motorrad dealerships have to be uninstalled completely by a manual procedure.**

The following reinstallation of ISTA/P **may only be done up to release 3.58.1.003.**

CAUTION: For the following steps the user has to have the rights to uninstall and install programs in Windows manually.

1. On the affected workshop PC click on the Windows Start button and go via system management to the menu Programs and Functions (see following picture).



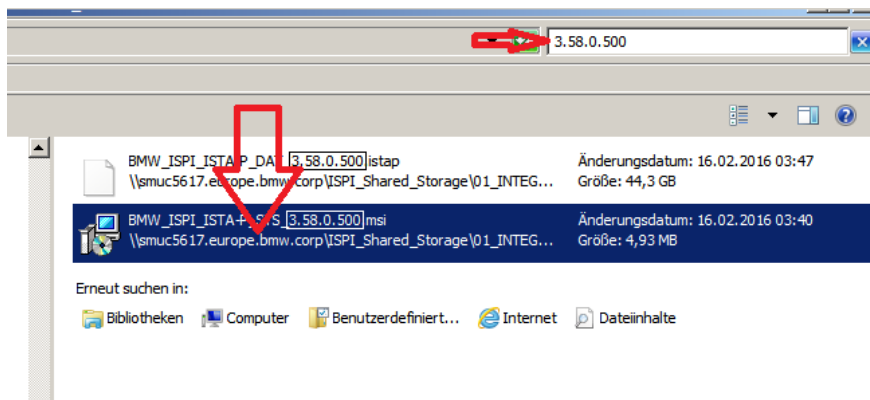
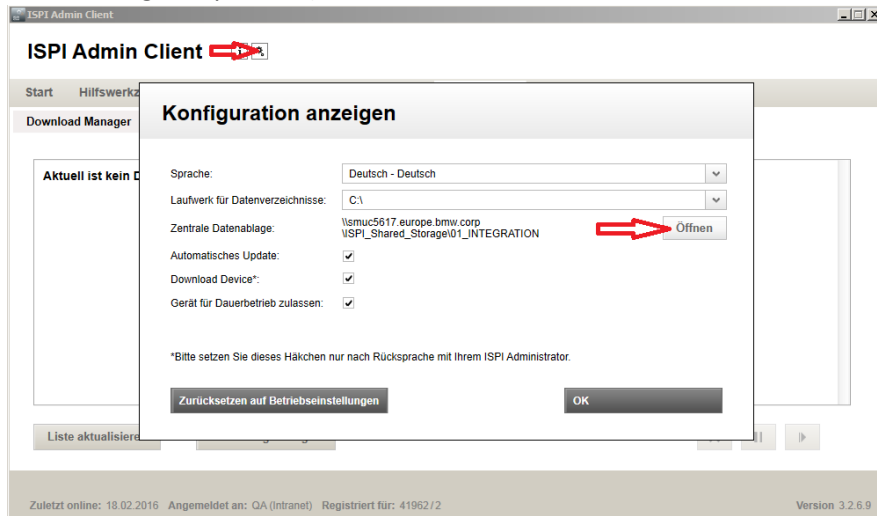
2. In the listed programs search ISTA/P version 3.58.0.500 and doubleclick on the line. Hereby the deinstallation is started (see following picture). Upcoming dialogues with questions concerning the deinstallation must be confirmed / answered accordingly.

Intel® HD-Grafiktreiber	Intel Corporation	26.11.2015	74,2 MB	9.18.10.3204
Intel® SDK for OpenCL - CPU Only Runtime Package	Intel Corporation	26.11.2015		3.0.0.66956
Internet Explorer 11	BMW Package Factory	13.08.2015	28,3 MB	11
ISTA/P	BMW Group	17.03.2016	15,5 MB	3.58.1.003
ISTA/P	BMW Group	02.04.2016	15,5 MB	3.58.2.001
ISTA/P	BMW Group	02.03.2016	61,4 GB	3.58.0.500
Java Runtime Environment 32Bit	BMW Package Factory	26.11.2015	120 MB	7.0.800
Java Runtime Environment 32Bit	BMW Package Factory	09.02.2016	89,2 MB	8.0.720.15
Microsoft .NET Framework 4.5.2	BMW Package Factory	26.11.2015	437 KB	4.5.51209
Microsoft Application Virtualization Desktop Client	BMW Package Factory	26.11.2015	70,4 MB	4.5.2.74870

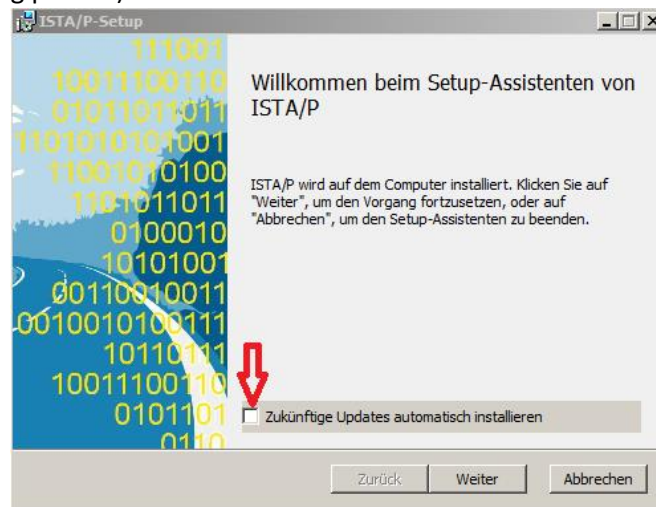
Alternatively instead of doubleclicking, the line with the version ISTA/P 3.58.0.500 can be marked by a single click and the deinstallation can be initiated by selecting the function in the upper area of the menu window.

3. As soon as the deinstallation of ISTA/P 3.58.0.500 is finished, in the window „Programs and Functions“ the ISTA/P versions 3.58.1.003 and 3.58.2.001 can also be marked for deinstallation (see picture above). As these lines only represent installation remainders, they react with an error message, which just has to be confirmed and they'll disappear from the list immediately.

4. Now the ISTA/P 3.58 main release can be installed again. This is done the easiest way by entering the folder of the central data storage in the ISPI Admin Client and search there for the file BMW\_ISPI\_ISTA-P\_SYS\_3.58.0.500.msi. Then doubleclick on it in order to install it (see the following two pictures).



5. After the doubleclick the Setup Assistant appears, which shows the function „Install upcoming updates automatically“ incl. a referring checkbox. Please make sure that in this checkbox the hook is removed! Afterwards start the installation by clicking the button „Next“ (see following picture).



6. In the following menu windows confirm the questions (License acceptance, installation confirmation). Let the installation of ISTA/P 3.58.0.500 run uninterrupted. Please have in mind that this can take up to several hours depending on the performance of the computer.

7. Afterwards repeat items 4. to 6. for the ISTA/P version 3.58.1.003, but this requires a lot less time than for version 3.58.0.500.

8. **CAUTION!**

**Don't attempt to install or allow any further ISTA/P updates after these previous steps! It is strongly recommended, to switch off the referring workshop PC for the time of the service period (default setting for ISTA/P is 06:00pm to 05:00am).**

9. After the above described steps have been done it is possible to work with ISTA/P 3.58.1.003.

10. Further procedure:

As soon as an ISTA/P version is released, which can be used for BMW Motorrad models again, that version shall be once again installed as described under items 4. to 6. During this in the below shown menu window the hook in the referring checkbox next to „Install upcoming updates automatically“ has to be set again.

