



SIB 84 08 19

2019-08-05

APPLE CARPLAY: WI-FI DISCONNECTS AND DOES NOT RECONNECT

This Service Information bulletin replaces SI B84 08 19 **dated July 2019**

What's New (Specific text highlighted):

- Models: Added end date information
- Correction: ISTA release
- Warranty: Defect code

MODEL

G05 (X5 Sports Activity Vehicle)	G07 (X7 SAV)	G12 (7 Series Sedan LCI)	G14 (8 Series Convertible)
G15 (8 Series Coupe)	G20 (3 Series Sedan)	G29 (Z4 Roadster)	

Equipped with option code 6CP – Apple CarPlay compatibility

All models affected from respective Start of Production (except G12) thru July 31, 2019.

- G12 produced from March 1, 2019.

SITUATION

The Wi-Fi connection is interrupted (disconnects) and does not reconnect by itself. As a result, functionality such as Apple CarPlay does not work until after a vehicle sleep cycle (at least 16 minutes).

CAUSE

Software in the Head unit (HU-H3).

CORRECTION

Program and encode vehicle with ISTA 4.18.32

- Target Integration Level 19-07-539
- ISTA 4.18.32 released late July, 2019

PROCEDURE

1. Duplicate the issue.

2. Read out the current vehicle Integration Level.

If the vehicle I-Level is lower (older) than:

- S18A-19-07-539

Yes: An improvement is available with ISTA 4.18.32. Continue to step 3.

No: Go to step 5.

3. Program and encode the vehicle with ISTA 4.18.32 or higher.

Target I-Level with ISTA 4.18.32 is:

- S18A-19-07-539

4. Retest the vehicle to confirm that the complaint is no longer present.

5. If the vehicle I-Level is at or higher (newer) than:

- S18A-19-07-539
- Do not program the vehicle
- Perform vehicle test with ISTA and perform the corresponding test plan.
- Refer to [TRI B84 11 18](#)

Always connect a BMW-approved battery charger/power supply (SI [B04 23 10](#)) when performing programming.

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

[PARTS INFORMATION](#)



Note: Parts replacement will not provide a solution to this situation.

[WARRANTY INFORMATION](#)

When the BMW software solution becomes available, the following repair is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars.

Defect Code:	6512580200	Wireless local network (WLAN)
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)

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.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control modules, the programming procedure may only be invoiced one time.

Programming and Encoding - Vehicle Control Units

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur during this programming procedure:

Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For control module failures that occurred prior to performing this programming procedure:

When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.