

**SERVICE ACTION: SOFTWARE QUALITY UPDATE**

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information bulletin (Revision 1) replaces SI B65 19 19 dated September 2019.

What's New (Specific text highlighted):

- Customer Handout added (please print and provide to each customer after the software update)

MODEL

E-Series	Model Description	Production Date
G05	(X5 Sports Activity Vehicle)	Up to July 30, 2019
G07	(X7 Sports Activity Vehicle)	Up to July 30, 2019

AFFECTED VEHICLES

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Center Communication System) or with the Key Reader.

SITUATION

BMW is offering a one-time X5 and X7 vehicle software update.

This software update includes the new voice-activated BMW Intelligent Personal Assistant which:

- Allows the occupants to ask their BMW a question or give it a command
- Activates Customizable Experience Modes that can adjust the ambient lighting, seat heating and sunroof shades

This software update will also make your drive more enjoyable by:

- Improving the stability of Bluetooth and Apple CarPlay™ connectivity
- Enhancing your navigation experience with YELP ratings, business opening hours and phone numbers, and integrating premium fuel prices directly in the search results
- Introducing ParkMobile in-vehicle app which allows you to find, reserve and pay for parking at thousands of locations across the country right from the center display unit of your vehicle

Customers will be notified of the software update via email, so look for them to come to your center for this new software.

Additionally, after the software update print and provide the attached customer handout to the customer which provides details on the content of the update.

CORRECTION

Program the vehicle to I-Level S18A-19-07-553 (ISTA 4.19.21 released September 11, 2019)

PROCEDURE

1. Check the I-Level of the vehicle using AIR or the Key Reader. Is the I-Level S18A-19-07-553 or higher?

YES: No further action is needed

NO: Proceed to next step

2. Program the vehicle with ISTA 4.19.21 or higher to I-Level S18A-19-07-553 or higher.

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

WARRANTY INFORMATION

Reimbursement, one-time, for this Quality Measures Action will be via normal claim entry utilizing the following information:

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 67 973	Programming and encoding the vehicle control units to the I-Level of S18A-19-07-553 or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	Refer to AIR
Or:			
# 2	00 67 974	Programming and encoding the vehicle control units was performed in conjunction with another campaign or repair (the vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

Or:

The vehicle arrives at your center and this Quality Measures Action shows open (No other Main work will be performed/claimed during this workshop visit):

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 67 357	Programming and encoding the vehicle control units to the I-Level of S18A-19-07-553 or higher (includes connecting an approved battery charger/power supply and performing a vehicle test)	Refer to AIR
Or:			
# 4	00 67 358	Programming and encoding the vehicle control units was performed in conjunction with another campaign or repair (the vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 FRU

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

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 19 19 WP 1), unless otherwise required by State law.

Quality Measures Action - Customer Satisfaction Support (For Vehicle Owners)

BMW strives to provide the Ultimate Service Experience to complement the Ultimate Driving Machine. Your efforts are sometimes challenged by situations that are beyond your center's control. Accordingly, we fully understand that some of your customers will need to return to your center to have the Quality Measures Action procedure performed.

When eligible vehicles arrive at your center for this repair, please review the Warranty Vehicle Inquiry Repair History (Claims) section for each vehicle first. The amount of non-maintenance prior vehicle repair and claim activity should be considered as one of the determining factors for your Customer Satisfaction Support process.

Eligible Centers and Vehicles for the BMW Empower Program

For the customer of eligible vehicle at these centers, we ask that you Wow them by using the BMW EMPOWER program during the first 3 years/36,000 miles under DC 85 80 01 02 EP as noted above, see SI B01 08 19 for the terms and conditions.

Non-Eligible BMW Empower Program Centers and Vehicles Beyond 3/36

After review with your Area team, please extend the eligible items (sublet/part numbers as applicable) described and available under the guidelines of the BMW Empower Program to the customer under DC 85 99 00 05 XX as noted above.

Note: Aftersales Area Manager (AAM) Field Authorization (FAS) is required for this Non-Repair Regional Goodwill.

The repair order and the claim comments must reference that the Quality Measures Action was performed and what type of Non-Repair Related Goodwill was provided to the customer.

XX = Insert the ER, CR, SR or WR vendor code that applies to your center's regional location.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

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.

Supporting Materials

[picture as pdf B651919 Attachment Release Notes.pdf](#)

[picture as pdf G05 G07 - Software Update Customer Handout.pdf](#)

[picture as pdf B651919 Attachment Customer email.pdf](#)