Apple Pay Wallet- pop-up window appears in the iPhone display

This Service Information bulletin replaces SI B84 01 19 **dated March 2019**

What's New:

- Cause: Add iOS 12.1.x info. Also, include affected part info
- Correction: Add info on iOS 12.2; deleted iOS 13.x
- Parts: Added entire section
- Warranty: Added Defect code and info for replacing phone storage labor op.

Model

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

Equipped with either, or both option codes:

- SA 6NW Wireless Charger
- SA 322 Comfort Access, includes Near Field Communication (NFC)

Situation

If the customer's iPhone is placed in the center console phone tray which contains either the wireless charging station, the NFC station, or both; the "Apple Pay Wallet" pop-up window appears in the iPhone display.

This pop-up window can also be triggered by vibration during normal vehicle operation, and by occupant sound input. Switching to the iPhone's "Home" screen (or "Display off" button) closes the pop-up window.

If the customer does not actuate the iPhone, the pop-up window closes automatically after 30 seconds.

Attention: No payment procedure is triggered via Apple Pay by this occurrence.

Note:

1. With the wireless charger, the pop-up window appears at irregular intervals.
2. With the NFC station, the pop-up window appears approx. every 6 seconds, because the NFC queries the vehicle in regular intervals (status iOS 12.x).

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NFC only; no wireless charging.

- NFC is indicated by the 3 curved lines (circled) to the left of the cell phone outline

G20 shown; other models similar.

NFC and wireless charging.

- Wireless charging capability is indicated by the "lightning bolt" icon (circled) within the cell phone outline

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Cause

Unfavorable iOS (Apple) software version 12.1.x or lower in conjunction with the device storage tray.

Affected part numbers for the NFC device storage tray are as follows:

- 61 35 8 802 192
- 61 35 8 701 109
- 61 35 8 709 388

Affected part numbers for the WCA (Wireless Charging) device storage tray are as follows:

- 84 10 8 772 754
- 84 10 9 438 791

Correction

Advise the customer to install the iOS software update version ~~13.x~~ 12.2 on their iPhone which was released at the end of March, 2019

☞ **When or only after the customer's iPhone has been updated to iOS version 12.2 or higher and the issue still persists:**

- Check device storage tray part number installed in the vehicle.

If an affected BMW part number listed above in the "Cause" section is installed in the vehicle, it must be replaced with the new BMW part number that is listed in the "Parts information" section below.

Refer to Repair Instructions REP 84 10 120 "Removing and installing/replacing wireless charging storage".

Parts Information

Confirm the part numbers for your specific vehicle by entering the chassis number in ETK which takes into account specific equipment and/or options.

Part Number	Description	Quantity
61 35 8 734 774	Near Field Communication storage tray	1

Warranty Information

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Replacing the Near Field Communication (NFC) Storage Tray (without Charging Device)

Defect Code:	61 38 34 12 00	Near Field Communication (NFC) permanently failed
Labor Operation:	Labor Allowance:	Description:
61 35 021	Refer to AIR	Removing and installing/replacing Near Field Communication (NFC) storage tray (Main work)
Or:		
61 35 624	Refer to AIR	Removing and installing/replacing Near Field Communication (NFC) storage tray (Plus work)
84 10 005	1 FRU	Checking the part number of the installed component (Storage tray removed)

If you are using a Main labor code for another repair, use the Plus code labor operation 61 35 624 instead of 61 35 021.

Or:

Replacing the Charging Device (with NFC)

Defect Code:	8410021200	Wireless charging storage permanently failed
Labor Operation:	Labor Allowance:	Description:
84 10 120	Refer to AIR	Removing and installing/replacing wireless charging storage (Main work)
Or:		
84 10 620	Refer to AIR	Removing and installing/replacing wireless charging storage (Plus work)
84 10 005	1 FRU	Checking the part number of the installed component (Storage tray removed)

If you are using a Main labor code for another repair, use the Plus code labor operation 84 10 620 instead of 84 10 120.

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

Work time labor operation code 84 10 005 is not considered a Main labor operation. Also, since the "work time" FRU allowance to be claimed is specified, a separate punch time is not required. However, it still requires an explanation on the repair order and in the claim comments section.

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