

To the Aftersales, Service and Sales Managers

Your/Our Reference

Your message dated

Department/From C1-UK-A-6 / Technical Services and Warranty

Telephone

Fax

Contact Submit an IDS Ticket

Date 06.05.2022

Subject **0065740300 : Programming Control Units (Head Unit)  
Fx Gx**

Dear Sir or Madam,

Due to the restricted availability of semi-conductor components, the parts requirement for the MGU18 head unit with Bluetooth / Wi-Fi chips within SP18 vehicles cannot currently be met by the supplier. Therefore, the affected vehicles have left the factory without full Bluetooth / Wi-Fi functionality. Another chip with a similar functionality is already installed in the head unit, this chip can, with newly developed software, perform the required Bluetooth / Wi-Fi tasks.

Please ensure the control unit (head unit) is reprogrammed in the affected vehicles (according to the VIN selection) **before vehicle delivery.**

Where vehicles have already been delivered, the customer must be informed and requested to bring their vehicle into the workshop **in the near future**; a proposed text is enclosed.

**Note:**

**ISTA 4 with the installed service data pack is required for the programming/encoding. The fault elimination is included from the following I level version:**

- **I level S15A-22-03-550 or later** (available from ISTA 4.35.1x, publication took place on 05/05/2022)
- **I level S15C-22-03-550 or later** (available from ISTA 4.35.1x, publication took place on 05/05/2022)
- **I level S18A-22-03-550 or later** (available from ISTA 4.35.1x, publication took place on 05/05/2022)

**Note:**

**It is essential that the programming is carried out using the I levels given above or a later one.**

**Board of Management**

Oliver Zipse,  
Chairman  
Ilka Horstmeier  
Milan Nedeljković  
Pieter Nota  
Nicolas Peter  
Joachim Post  
Frank Weber

**IMPORTANT:**

**Due to a BMW AG system delay, Apple CarPlay and Android Auto will NOT be available until a backend system update is completed on 19 May 2022, therefore please be aware that the completion of this campaign and associated software update will not achieve FULL functionality until this date, at that point the backend update will take place and the systems will be available automatically, any customer taking delivery of a new vehicle or having this campaign completed before the 19 May 2022 should be made aware of these limitations.**

**Domicile and  
Court of Registry**

München HRB 42243

**Company**  
Bayerische  
Motoren Werke  
Aktiengesellschaft

**Postal address**  
BMW AG  
80788 München

**Office address**  
Petuelring 130

**Office address**  
Forschungs- und  
Innovationszentrum (FIZ)  
Knorrstraße 147

**Telephone**  
Switchboard  
+49 89 382-0

**Fax**  
+49 89 382-70-25858

**Internet**  
www.bmwgroup.com

**Bank details**  
Deutsche Bank  
IBAN DE05 7007 0010  
0152 6946 00  
BIC DEUTDE33XXX

**Chairman of the  
Supervisory Board**  
Norbert Reithofer

Retailers are reminded that failing to perform a Technical Campaign on a vehicle before the transfer of title (new or used vehicle) could be found to be in breach of consumer protection rules or a breach of sale of contract legislation. Similarly, vehicles that are loaned or hired to customers or employees during the course of business prior to performing Technical Campaigns could expose BMW and its dealer network to liability claims.

It is therefore strongly recommended that a check is made for outstanding Technical Campaigns before vehicle handover to a customer or employee, if an outstanding action is identified the rework must be performed before the handover takes place. For vehicles on long term loan, periodic checks should be made during the course of the loan period and any new actions identified should be communicated to the customer within a reasonable timeframe. Documentary evidence of such checks being performed should be retained with the vehicle records.

**It is expected that the required software will also be published as a Remote Software Update (RSU) 22-03-551/552, this is currently expected to be released towards the end of May 2022. Please consider suggesting that the customer completes this Remote Software Update (when it has been released and is available) as this will prevent them having to visit the Retailer specifically to have this work completed.**

**All customers should have been previously advised on vehicle ordering / handover that reduced functionality would have been available until this software update was released, therefore many will be keen to install it ASAP.**

**BMW UK will also release an InCar notification to inform customers of this software update when the RSU is available to encourage the download and installation to provide these additional functional benefits that were previously missing.**

Yours sincerely

**Bayerische Motoren Werke Aktiengesellschaft**  
Technical Campaigns and Special Processes



## Situation

Due to the restricted availability of semi-conductor components, the parts requirement for the MGU18 head unit with Bluetooth / Wi-Fi chips within SP18 vehicles cannot currently be met by the supplier. Therefore, the affected vehicles have left the factory without full Bluetooth / Wi-Fi functionality. Another chip with a similar functionality is already installed in the head unit, this chip can, with newly developed software, perform the required Bluetooth / Wi-Fi tasks.

## Effect

**For the customer, there are / has been the following restrictions in the meantime:**

- Only one smartphone can be paired via Bluetooth
- No possibility for Wi-Fi Hotspot and Bluetooth audio streaming
- No software updates through BMW Remote Software Upgrade via Wi-Fi
- No projected modes (Apple CarPlay, Android Auto)
- No support for apps (e.g., TrackMode)
- No Miracast possible

The original functionality is restored with the completion of this Technical Campaign **and** an additional backend system change carried out by BMW AG on 19 May 2022.

## Vehicles concerned

According to the vehicle selection – The full VIN list is available in the Technical Actions area of the Retailer HUB.

Production Period: 15<sup>th</sup> December 2021 – 04<sup>th</sup> May 2022

## Measures

Program the control units (head-unit).



## Procedure

- Connect the battery charger to the vehicle.
- Connect the programming system to the vehicle (ISTA 4).
- Determine measures plan.
- Accept and fully work through the measures plan with the control units to be programmed/encoded and enabled.
- Follow the rework list.
- **Depending on the rework list, carry out a vehicle test and delete the fault memory, if required.**

### **Note:**

No further system change is required after the integration of the programming in ISTA 4. Please check the rework list accordingly!

### **Note:**

ISTA 4.35.1x with the installed service data pack is required for programming/encoding. The fault elimination is included from the following **I level versions**:

- **I level S15A-22-03-550 or later** (available from ISTA 4.35.1x, publication took place on 05/05/2022)
- **I level S15C-22-03-550 or later** (available from ISTA 4.35.1x, publication took place on 05/05/2022)
- **I level S18A-22-03-550 or later** (available from ISTA 4.35.1x, publication took place on 05/05/2022)

### **Note:**

**It is essential that the programming is carried out using the I levels given above or a later one.**

Please observe the information regarding programming in the workshop system and the corresponding notes in the user documentation.

### **IMPORTANT:**

**Due to a BMW AG system delay, Apple CarPlay and Android Auto will NOT be available until a backend system update is completed on 19 May 2022, therefore please be aware that the completion of this campaign and associated software update will not achieve FULL functionality until this date, at that point the backend update will take place and the systems will be available automatically, any customer taking delivery of a new vehicle or having this campaign completed before the 19 May should be made aware of these limitations.**

## Parts

No parts are required for this Technical Campaign.

**Invoicing**

Settlement is to be carried out according to the applicable warranty terms.

Special defect code: **00 65 74 03 00**

Warranty type: 1

Warranty level: 5

**If a vehicle is affected simultaneously by another Technical Campaign or repair which also requires programming of the control units, the programming work may only be invoiced once.**

**Before delivery or during a workshop visit (associated work):**

Flat rate unit number	Description	Flat rate
00 72 635	Programming the control unit (head unit)	8 FRU
00 72 636	The programming/encoding is invoiced via another Technical Campaign	1 FRU

**With draft customer letter (main work):**

Flat rate unit number	Description	Flat rate
00 72 107	Programming the control unit (head unit)	10 FRU
00 72 108	The programming/encoding is invoiced via another Technical Campaign	1 FRU

Only one of the flat rate unit numbers given here may be used for reimbursement purposes.

**Note:**

If a repeat of the programming and/or an exchange of control units in the programming system is specified as a result of the measures plan, you should proceed as follows:

- Print out the measures plan.
- In obligatory-return markets, send the measures plan back together with the obligatory-return parts.
- In markets where there is no obligatory return, a measures plan for documentation is to be placed in the vehicle records.
- The job numbers and FRUs required can be found in the Commercial Service Data DVD.
- Claim under the special defect code specified above.



## **Draft letter to customers**

Your BMW.....

Vehicle Identification Number.....

Dear Mr/Mrs.....

Due to the restricted availability of semi-conductor components when your vehicle was produced, the vehicle was not equipped with full Bluetooth / Wi-Fi functionality. The results of this are limitations for electronic data transfer and the use of some accessories. This can now be rectified by a software update.

To make sure that your vehicle is in perfect working order we would like to program the control units as soon as possible.

Please get in touch with XXXX XXXX, service advisor to make an appointment as soon as possible. XXXX can also let you know how long we'll need your car in our workshop.

If you've sold the vehicle, please pass this letter to the new owner as quickly as possible.

Meanwhile if there's anything else I can help you with, please get back in touch.

Kind regards