

Attachment to B09 01 23

RSU DIAGNOSIS.

WHAT IS THE ISSUE?

October 2023

Step 1: Customer doesn't get a RSU availability notification

Step 2: Phone is not downloading the RSU Software

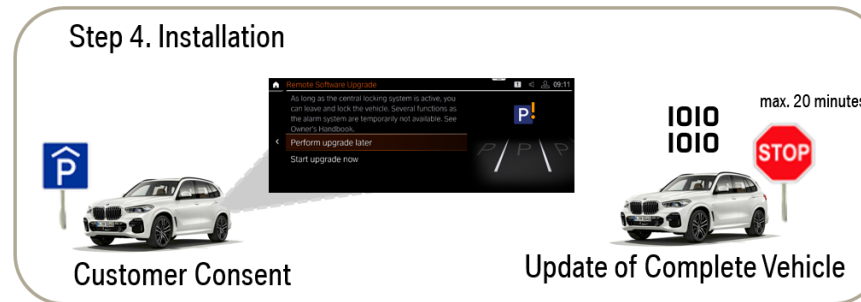
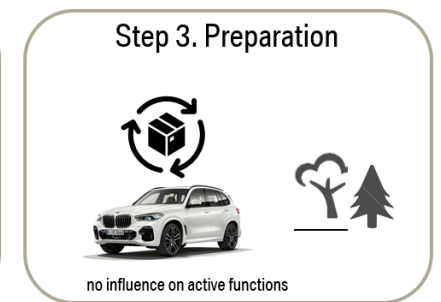
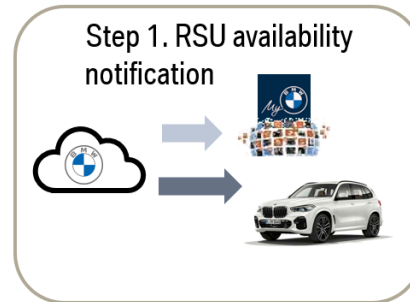
Step 2: Phone is not uploading the RSU Software to the vehicle

Step 3: RSU preparation is not finishing

Step 4: RSU installation is not starting

Step 4: RSU installation stopped/error

Step 4: Special case – no ABL available



RSU DIAGNOSIS. CUSTOMER DOESN'T GET A RSU AVAILABILITY NOTIFICATION?

Situation: No software upgrade available (My BMW App or vehicle)

Reason: Customer software is UpToDate

Claim Information: Not Eligible for Claim Reimbursement

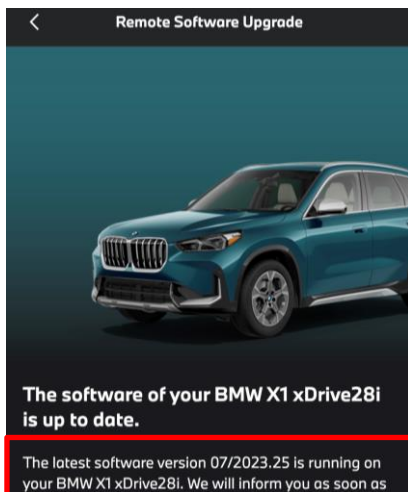
- Check BMW USA Website for Remote Software Upgrade <https://www.bmwusa.com/explore/connecteddrive/remote-software-upgrade.html>
- The latest software release is documented.
- The latest software release have to be higher than the Software on customer vehicle

LATEST RELEASE

UPGRADE **XX-YY**

We've updated personalization and convenience features as well as improved quality. Check out the highlights below, then schedule your upgrade with the My BMW App or in your vehicle if notified. Availability of features depends on model and optional equipment. [?]

Compare the software version to the latest release on the BMW USA Website. **XX** and **YY** in the vehicle have to be lower than the latest Release.



The software of your BMW X1 xDrive28i is up to date.

The latest software version **07/2023.25** is running on your BMW X1 xDrive28i. We will inform you as soon as



YY XX
07/2023.25

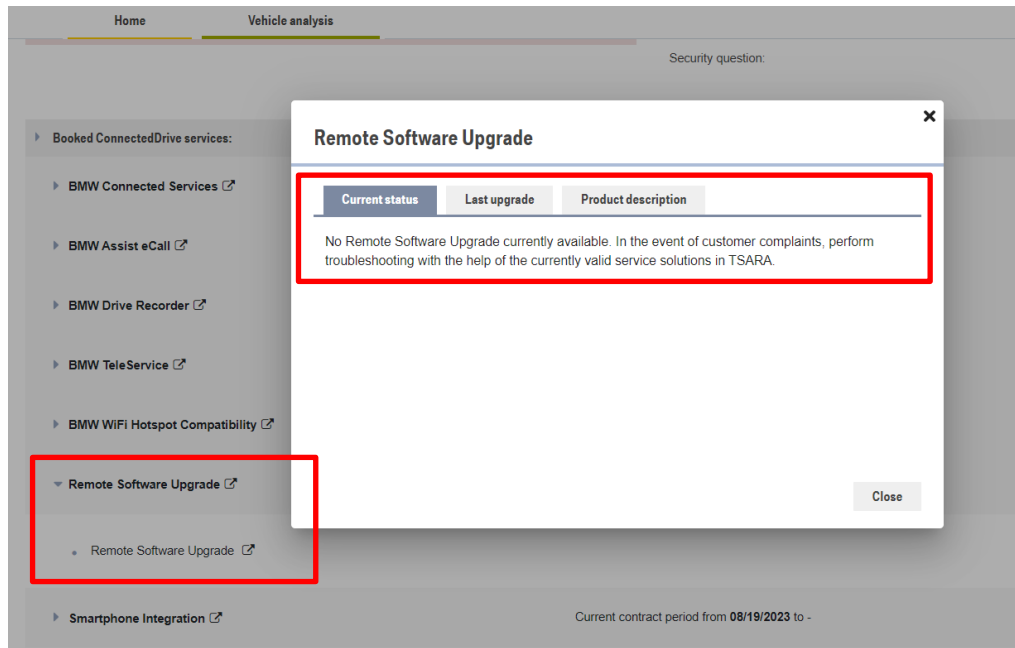


RSU DIAGNOSIS. CUSTOMER DOESN'T GET A RSU AVAILABILITY NOTIFICATION?

Situation: No software upgrade available (My BMW App or vehicle)

Reason: Customer software is not UpToDate but vehicle is not in an active campaign

Claim Information: Not Eligible for Claim Reimbursement



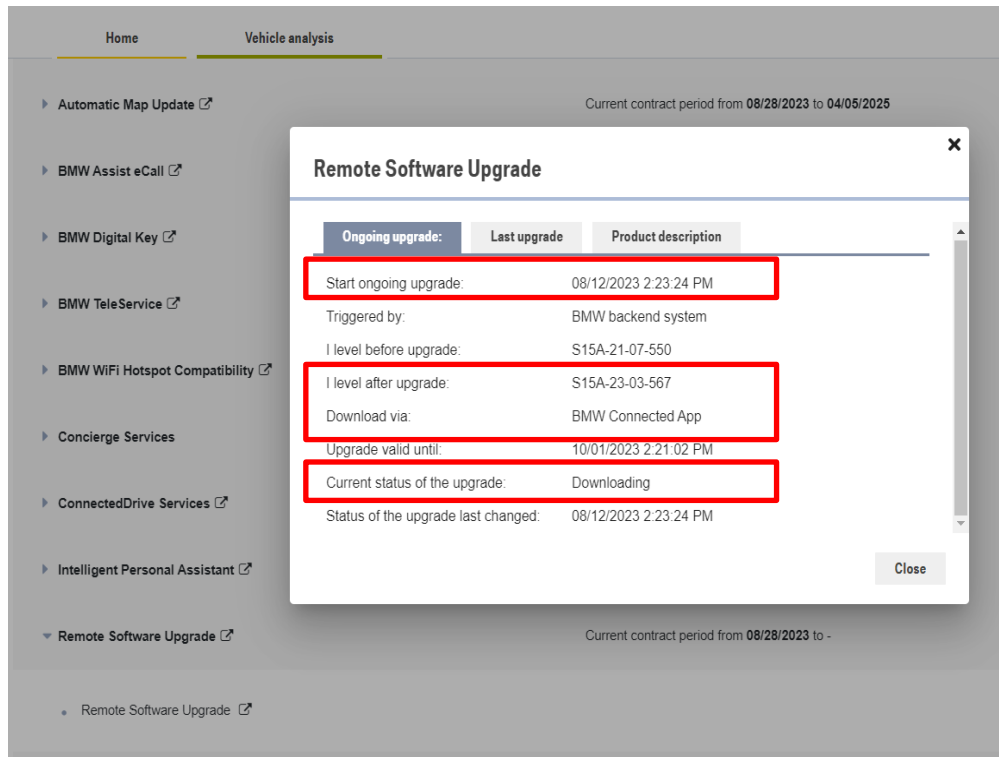
Check the RSU status for this vehicle in Dealer Cockpit

- Path: Booked ConnectedDrive services / Remote Software Upgrade
- In case the vehicle isn't in an active campaign the current status is "No Remote Software Upgrade currently available."



RSU DIAGNOSIS. CUSTOMER DOESN'T GET A RSU AVAILABILITY NOTIFICATION?

Info: Customer vehicle is in an active campaign



The screenshot displays the BMW Remote Software Upgrade interface. A modal window titled "Remote Software Upgrade" is open, showing details for an ongoing upgrade. The interface includes a sidebar with various services and a main content area with a table of upgrade information.

Ongoing upgrade:	Last upgrade	Product description
Start ongoing upgrade:	08/12/2023 2:23:24 PM	
Triggered by:	BMW backend system	
I level before upgrade:	S15A-21-07-550	
I level after upgrade:	S15A-23-03-567	
Download via:	BMW Connected App	
Upgrade valid until:	10/01/2023 2:21:02 PM	
Current status of the upgrade:	Downloading	
Status of the upgrade last changed:	08/12/2023 2:23:24 PM	

In case the car is in an active campaign the Ongoing upgrade has some information about the upgrade:

- Then does the customer got an RSU availability notification
- What I-Level will be upgraded
- What Download method is used: My BMW App or OTA
- Current status of the upgrade



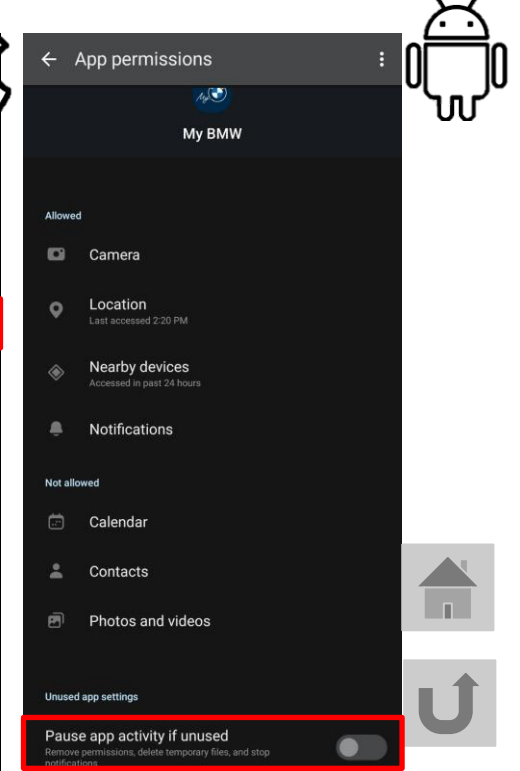
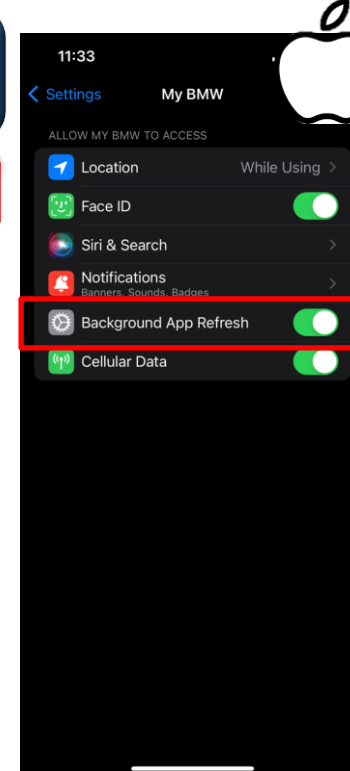
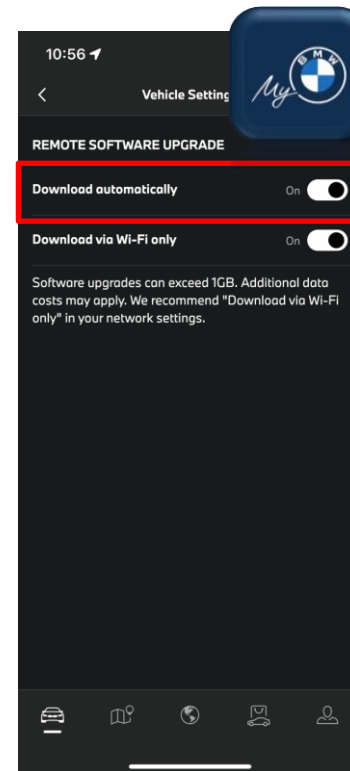
RSU DIAGNOSIS. PHONE IS NOT DOWNLOADING THE RSU SOFTWARE?

Situation: Customer does get a RSU availability notification but the phone is not downloading the software

Reason: Customer phone settings are not correct

Claim Information: Not Eligible for Claim Reimbursement

1. Check settings in My BMW app
My BMW App – path: Vehicle Status \ Services \ Remote Software update \ Download Settings
Download automatically have to be active
2. Check settings in phone
 - Apple – path : Settings \ My BMW
Background App Refresh has to be active
 - Android – path for checking settings:
Apps \ My BMW \ Permissions
Pause app activity if unused have to be inactive

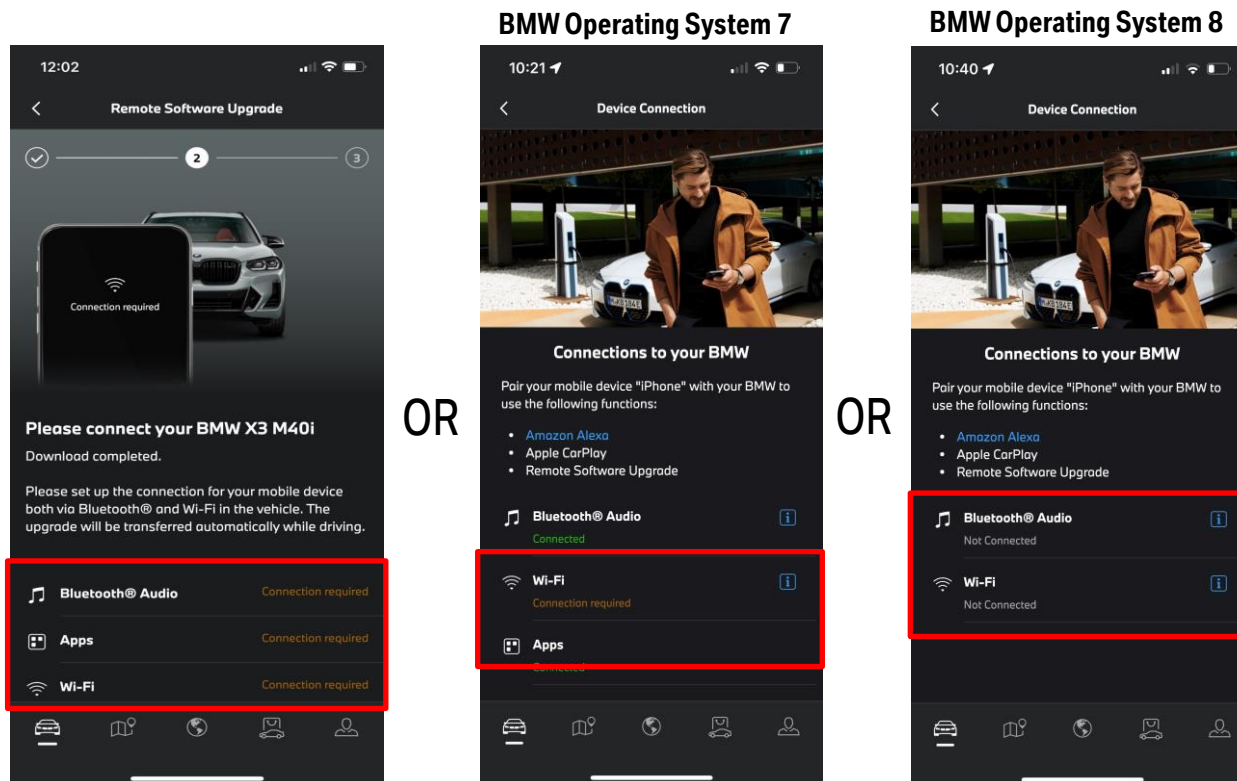


RSU DIAGNOSIS. PHONE IS NOT UPLOADING THE RSU SOFTWARE TO THE VEHICLE?

Situation: Customer phone downloaded the software but the upload to the vehicle does not work

Reason: Connection between phone and vehicle incorrect (1/2)

Claim Information: Not Eligible for Claim Reimbursement

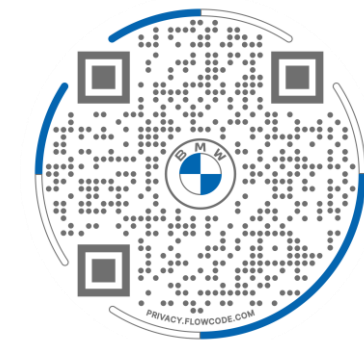
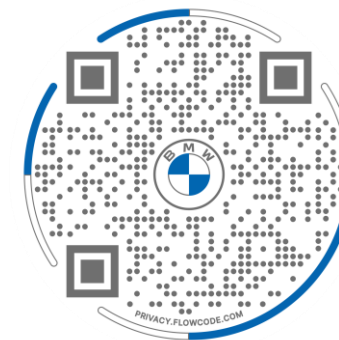


For an upload of software to the vehicle a Bluetooth and Wi-Fi connection between Phone and vehicle is necessary

How-To Video´s

BMW Operating System 8

BMW Operating System 7

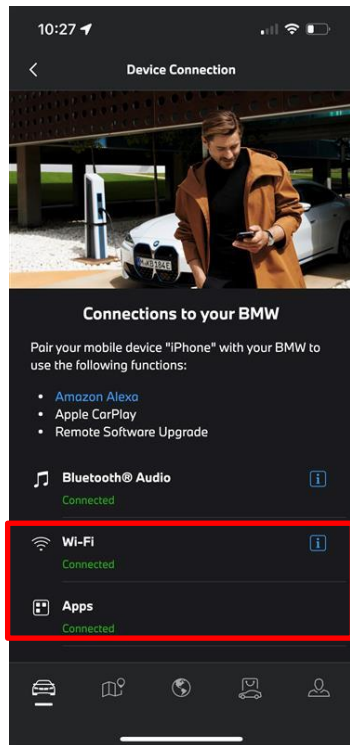


RSU DIAGNOSIS. PHONE IS NOT UPLOADING THE RSU SOFTWARE TO THE VEHICLE?

Situation: Customer phone downloaded the software but the upload to the vehicle does not work

Reason: Connection between phone and vehicle incorrect (2/2)

Claim Information: Not Eligible for Claim Reimbursement



Check following connections :

1. My BMW App – path: Device Connection
 - Bluetooth Audio - connected
 - Wi-Fi - connected

2. Vehicle - BMW Operating System 7
 - path: COM / Mobile devices
 - Apps - connected
 - Wi-Fi - connection

- Vehicle - BMW Operating System 8
- Bluetooth audio - connected
 - path: All Apps / Mobile devices
 - Wi-Fi - connected
 - path: All Apps / Wi-Fi connections



BMW Operating System 7



BMW Operating System 8



RSU DIAGNOSIS. RSU PREPARATION IS NOT FINISHING?

Situation: RSU is stuck in the preparation process

Reason: Connection between phone and vehicle is disturbed (1/2)

Claim Information: Not Eligible for Claim Reimbursement



Following process have to be carried out:

1. Check connection in phone and vehicle for Bluetooth and Wi-Fi ([Link](#)) Troubleshooting in case of connection issue:
 - Disconnected the phone from the vehicle and delete the connection
 - Reconnect the Phone establish all necessary connections
2. Drive and check if the percentage of preparing increase
 - Preparation only during drive possible



RSU DIAGNOSIS. RSU PREPARATION IS NOT FINISHING?

Situation: RSU is stuck in the preparation process

Reason: Vehicle is malfunctioning (2/2)

Claim Information: Eligible For Claim Reimbursement – Test Plan must be recorded



For troubleshooting following process have to be carried out:

- Connect vehicle to ISTA and calculate the Test Plan
- Carry out ABL “System analysis of Remote Software Update”

Case	Vehicle information	Vehicle management	Service plan	Workshop supplies/operating fluids	Measuring technique		
Hit list	Test plan	Programming plan					

Type	Title	Status	Priority
Manual selection			M
ABL	System analysis of Remote Software Upgrade	M	M
	Driver Assistance functions: Function analysis		3
ABL	Analysis of Driver Assistance functions		3
	Smartphone connection		4
ABL	Check smartphone connection		4



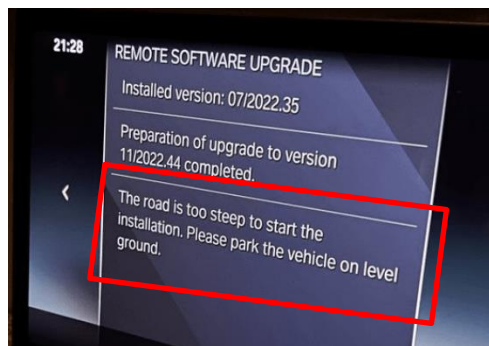
RSU DIAGNOSIS. RSU INSTALLATION IS NOT STARTING?

Situation: RSU preparation is complete but the installation is not starting

Reason: Preconditions are not fulfilled (BMW Operating System 8) (1/2)

Claim Information: Customer Preconditions- Not Eligible for Warranty

Vehicle Preconditions- Eligible For Claim Reimbursement – Test Plan must be recorded



Preconditions for an installation are checked and described in the statement:

Customer Preconditions

- Vehicle is parked in an inclined > 12%
- Engine temperature
- Hazard lights are on

Vehicle Preconditions

- 12V-Battery charge low
- Vehicle is malfunctioning

For troubleshooting following process have to be carried out:

- Connect vehicle to ISTA and calculate the Test Plan
- Carry out ABL “System analysis of Remote Software Update”

Type	Title	Status	Priority
Manual selection		M	
ABL	System analysis of Remote Software Upgrade	M	
	Driver Assistance functions: Function analysis		3
ABL	Analysis of Driver Assistance functions		3
	Smartphone connection		4
ABL	Check smartphone connection		4



RSU DIAGNOSIS. RSU INSTALLATION IS NOT STARTING?

Situation: RSU preparation is complete but the installation is not starting

Reason: Preconditions are not fulfilled (BMW Operating System 7) (2/2)

Claim Information: Customer and Vehicle Preconditions- Eligible For Claim Reimbursement – Test Plan must be recorded

*See Warranty Note below.



For troubleshooting following process have to be carried out:

- Connect vehicle to ISTA and calculate the Test Plan
- Carry out ABL “System analysis of Remote Software Update”

Type	Title	Status	Priority
Manual selection		M	
ABL	System analysis of Remote Software Upgrade	M	
	Driver Assistance functions: Function analysis	3	
ABL	Analysis of Driver Assistance functions	3	
	Smartphone connection	4	
ABL	Check smartphone connection	4	

Preconditions for an installation are checked and described in the statement:

Customer Preconditions

- Vehicle is parked in an inclined > 12%
- Engine temperature
- Hazard lights are on

Vehicle Preconditions

- 12V-Battery charge low
- Vehicle is malfunctioning

Warranty Note: With Operation System 7 (OS7), the Vehicle does not inform the customer of the preconditions requirement in order to perform the RSU. Therefore Warranty will reimburse along with completed ABL.

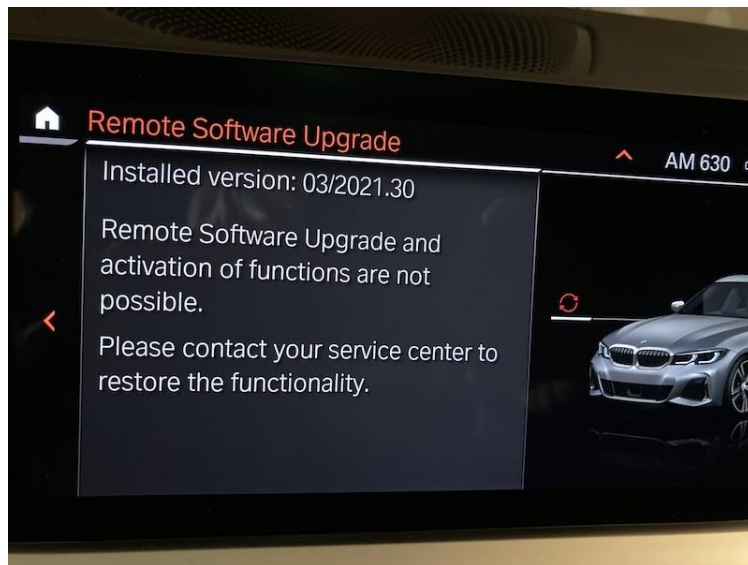


RSU DIAGNOSIS. RSU INSTALLATION ERROR?

Situation: RSU installation was not successful and lead to an error

Reason: Errors during the installation

Claim Information: Eligible For Claim Reimbursement – Test Plan must be recorded



For troubleshooting following process have to be carried out:

- Connect vehicle to ISTA and calculate the Test Plan
- Carry out ABL “System analysis of Remote Software Update”

The screenshot shows the ISTA software interface. The top bar indicates 'Integrated Service Technical 4.43.23' and 'Programming date: 4.43.21'. The vehicle information is 'VIN: CH41077' and 'Vehicle: 5YK6990edau5 M00 xDriveM40i HANF-AUSleft-hand drive252307'. The 'Hit list' table is as follows:

Type	Title	Status	Priority
Manual selection			M
ABL	System analysis of Remote Software Upgrade	<input checked="" type="checkbox"/>	M
	Driver Assistance functions: Function analysis	<input type="checkbox"/>	3
ABL	Analysis of Driver Assistance functions	<input checked="" type="checkbox"/>	3
	Smartphone connection	<input type="checkbox"/>	4
ABL	Check smartphone connection	<input checked="" type="checkbox"/>	4

- Calculate the Measurement Plan and program via ISTA

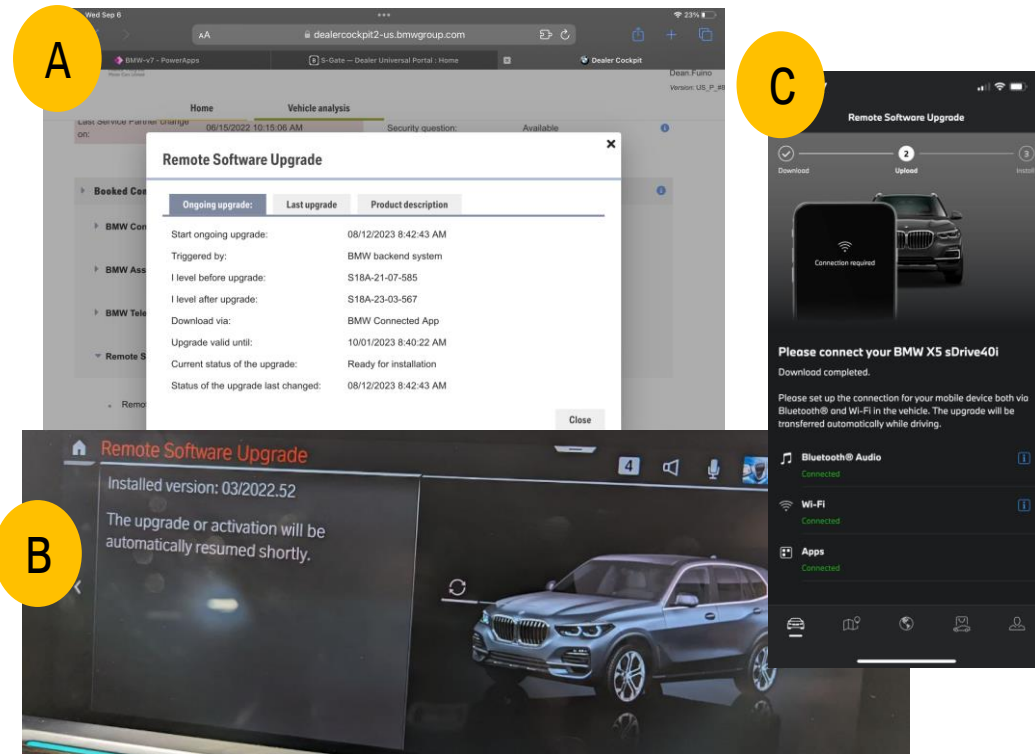


RSU DIAGNOSIS. SPECIAL CASE – NO ABL AVAILABLE?

Situation: The ABL “System analysis of Remote Software Update” not available after calculating test plan

Reason: RSU stuck before Installation start. No information stored in the vehicle

Claim Information: Eligible For Claim Reimbursement – TSARA info case must be recorded



For troubleshooting following process have to be carried out:

1. Create a TSARA info case
 - Title: “RSU fail, no ABL available“
 - Area: Programming
2. Following topics have to be documented:
 - A. Picture of the Dealer Cockpit status of the ongoing RSU update
 - B. Picture of the Remote Software Update status in the vehicle
 - C. Picture of the Phone downloading the RSU-software and processing the RSU upload
3. Program the vehicle by using ISTA

