SIB 65 15 20   2020-08-24
HEAD UNIT RESETS WHEN NAVIGATION IS USED IN CERTAIN
LOCATIONS

MODEL

F44 (2 Series Gran Coupe)	F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)
F93 (M8 Gran Coupe)	F95 (X5 M Sports Activity Vehicle (SAV))	F96 (X6 M Sports Activity Coupe (SAC))	F97 (X3 M SAV)
F98 (X4 M SAC)	G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)
G06 (X5 SAC)	G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)
G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G29 (Z4 Roadster)
G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)		

Vehicles equipped with option code:

6U3 BMW Live Cockpit Professional

SITUATION

The head unit resets sporadically causing the CID to turn black and then starts up again after a short time with the message "Start navigation system".

This only occurs during navigation guidance when the "3D building" function is used

CAUSE

Software in the Head Unit High (HU-H3)

CORRECTION

Program vehicle.

PROCEDURE

1. Determine the vehicle's curent I-level by either using AIR or the Key reader/ISPA NEXT Application. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

Model	Integration level
F90, G01, G02, G12, G30, G32	**Lower than S15A-20-07-510**
F44, F91, F92, F93, F95, F96, F97, F98, G05, G06, G07, G14, G15, G16, G20, G29	**Lower than S18A-20-07-510**

YES: Proceed to Step 3
NO: Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.24.1x or higher (released early July 2020).

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Model	Target integration level
F90, G01, G02, G12, G30, G32	**S15A-20-07-510** or higher
F44, F91, F92, F93, F95, F96, F97, F98, G05, G06, G07, G14, G15, G16, G20, G29	**S18A-20-07-510** or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

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

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

PARTS INFORMATION
Parts exchange will not provide a solution.

WARRANTY INFORMATION
During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Update the vehicle to the required I-level or higher by performing and submitting for one of the open Technical Campaigns instead.

Please be sure to also perform any additional work (before and/or after) the campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code:	6512580200	Head Unit High HU-H (Nav Professional) Software error / internal device faults	
:			
Labor Operation	**Description**		**Labor Allowance**
00 00 006	Performing vehicle test (with vehicle diagnosis system-checking faults) (Main work)		Refer to AIR
Or:			
00 00 556	Performing vehicle test (with vehicle diagnosis system-checking faults) (Plus work)		Refer to AIR
And:			
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)		Refer to AIR
And:			
61 00 730	Programming/encoding control unit(s)		Refer to AIR

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And, additionally for the:

e-Vehicles

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

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.

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis).

As applicable to your center, please refer to **SI B01 01 20 or B01 07 20** for claiming your diagnosis work time (WT) claiming, the WT and repair explanation procedures.

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 IRAP recovery procedure (when applicable as required)/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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).

QUESTIONS REGARDING THIS BULLETIN

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

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