2024-01-05

☒	THIS REPAIR IS MOBILE FRIENDLY

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)	F96 (X6 M Sports Activity Coupe)	F97 (X3 M Sports Activity Vehicle)
F98 (X4 M Sports Activity Coupe)	G01 (X3 Sports Activity Vehicle)	G02 (X4 Sports Activity Coupe)	G05 (X5 Sports Activity Vehicle)
G06 (X6 Sports Activity Coupe)	G07 (X7 Sports Activity Vehicle)	G12 (7 Series Sedan)	G15 (8 Series Coupe)
G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G22 (4 Series Coupe)	G23 (4 Series Convertible)
G26 (4 Series Gran Coupe)	G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)
G42 (2 Series Coupe)	G83 (M4 Convertible)		

SITUATION

The Central Information Display goes black intermittently due to resets of the Head Unit (HU-H3). Fault B7F8F9 – "HU-H: Reset" will be stored in the HU-H3.

CAUSE

Unfavorable Head Unit software interaction with downloaded applications (apps).

CORRECTION

Program the HU-H3 and "Update Apps and Services"

PROCEDURE

Determine the vehicle's current I-level by either using AIR or the AWP (Aftersales Workplace) applications.

If the I-level is lower than S18A-23-07-520:

Program the vehicle to I-level S18A-23-07-520 or higher using ISTA 4.44.2x (released November, 2023) or a later version.

- Connect a BMW-approved battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine the 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 needed**

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

After the programming has been fully completed, check functionality of the system. If the fault persists, proceed to the next step.

If the I-Level is currently at S18A-23-07-520 or a more recent version:

- Do not program the vehicle

- Update all apps and services stored in the vehicle. The update can be found at the following path:
  - Apps
  - Installed Apps
  - Options
  - Update Apps and Services

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

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

CLAIM INFORMATION

Vehicle Programming and Encoding

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.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher when applicable (Includes labor operation codes 00 00 006/556, 61 21 528 and 61 00 730).

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only when 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 as described below.

Repair Code:	6512580200	Head Unit High HU-H (Nav Professional) Software error / internal device fault

Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test **(Main work)**	As applicable
Or:		
00 00 556	Carrying out vehicle test **(Plus work)**	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as necessary:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And		
61 00 730	Program/encode control unit(s), includes deleting the fault memory	As applicable

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, or exclude them (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

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To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the "Search" button. Next, click on the "Flat Rate Units" button and enter the flat rate labor operation code in the field to the right, click "Search" to display the Flat Rate Unit Group detail choices.

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

(*) Based on which one applies to your center, please refer to **SI B01 01 20 or B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics and related test plans, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

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2024-01-04

MODEL

Not consolidated to specific models.
The Navigator can be connected to any model.

SITUATION

Display shows no reaction after pressing the start button, navigator does not respond to any type of operation (touch operation and installation on the vehicle with multifunction wheel operation).

Due to a hardware fault.

PROCEDURE

- Remove the battery from the device, unplug the cable and reinstall it after approx. 10 seconds.
- Update ConnectedRide Navigator to the latest version.
- Make sure that the navigator is not unloaded (minimum charge level 30%).

For instructions see the ConnectedRide Navigation user manual and quick reference gulde with the original packaging or can be found online at Operating Instructions for Accessories

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Contact the BMW Technical Support Group via TSARA
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Motorrad Parts Department

Supporting Materials

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