



SI B65 09 15  
Audio, Navigation, Monitors, Alarms, SRS

November 2016  
Technical Service

**UPDATE** **NBT Head Unit High (HU-H) Resets Intermittently or Permanently**

New information provided by this revision is preceded by this symbol **UPDATE**.

This Service Information bulletin supersedes SI B65 09 15 dated November 2015.

**MODEL**

F01 (7 Series Sedan)	F02 (7 Series Sedan LWB)	F04 (ActiveHybrid 7)	F06 (6 Series Gran Coupe)
F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F10H (ActiveHybrid 5)	F12 (6 Series Convertible)
F13 (6 Series Coupe)	F15 (X5)	F16 (X6)	F22 (2 Series Coupe)
F23 2 Series Convertible)	F25 (X3)	F26 (X4)	F30 (3 Series Sedan)
F30H (ActiveHybrid 3)	F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)	F33 (4 Series Convertible)
F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)	F80 (M3 Sedan)	F82 (M4 Coupe)
F83 (M4 Convertible)	F85 (X5 M)	F86 (X6 M)	I01 (i3)
I12 (i8)			
With option 609 (Professional Navigation, Headunit High)			

**UPDATE** **SITUATION**

The Head Unit-High (HU-H) resets intermittently or permanently.

1. The display is inoperative and there is no audio output
2. Automatic system start-up after a couple of seconds
  - Fault Code E1C440 set
  - No Fault Codes set

**UPDATE** **CAUSE**

Software error in the Head Unit High (HU-H)

**UPDATE** **CORRECTION**

Diagnose problem and if needed program vehicle with ISTA/P V3.57 or higher.

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## PROCEDURE

**UPDATE** For Situation 1: The display is inoperative and there is no audio output

1. When possible, duplicate the issue with the customer present.
2. Perform diagnosis with ISTA and complete any relevant test plans for stored fault codes.  
Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).
3. Check the current integration level (I-level) of the vehicle software.

4. **UPDATE** If the I-level is not:

F01, F02, F04, F07: **F001-16-03-502** or higher

F06, F10, F10H, F12, F13: **F010-15-07-504** or higher

F22, F23, F30, F30H, F31, F32, F33, F34, F36, F80, F82, F83: **F020-15-11-505** or higher

F15, F16, F25, F26, F85, F86: **F025-15-07-503** or higher

I01, I12: **I0001-15-07-502** or higher

Then program the vehicle with ISTA/P V3.57 or higher.

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

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

5. If the HU-H is already at the latest integration level or higher, no relevant faults are stored, and it continues to reset, submit a TC Puma case for HU-H replacement.

**UPDATE** For Situation 2: Automatic system start-up after a couple of seconds

1. When possible, duplicate the issue with the customer present.
2. Perform diagnosis with ISTA and complete any relevant test plans for stored fault codes.  
Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).
3. If there are any reset fault codes or MOST bus related fault codes run the MOST bus configuration test plan. If there is a device on the MOST bus causing the reset the test plan will indicate the root cause by listing \*\*\*\*\* next to the device in the results. Depending upon results you may have to troubleshoot and/or replace a separate MOST bus component.
4. If the MOST bus test plan indicates a fault with telecommunications (TCU, ATM) before replacing any parts check for paired Bluetooth (BT) devices. Confirm any BT paired phone is approved for use in the vehicle. If the phone is not approved please delete the paired phone from the Idrive menu and make sure to notify the customer.
5. Check the current integration level (I-level) of the vehicle software.
6. If the I-level is not:

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F01, F02, F04, F07: **F001-16-03-502** or higher

F06, F10, F10H, F12, F13: **F010-15-07-504** or higher

F22, F23, F30, F30H, F31, F32, F33, F34, F36, F80, F82, F83: **F020-15-11-505** or higher

I01, I12: **I0001-15-07-502** or higher

Then program the vehicle with ISTA/P V3.57 or higher.

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

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

7. If there were reset faults or an unapproved phone paired to the vehicle, then after programming perform diagnosis with ISTA again and check to see if any faults are set.
8. If the reset fault returns after programming, and the HU-H continues to reset, submit a TC Puma case for HU-H replacement.
9. If the HU-H is already at the latest integration level or higher, no relevant faults are stored, and it continues to reset, submit a TC Puma case for further support.

**WARRANTY INFORMATION**

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

<b>Defect Code:</b>	<b>65 12 58 02 00</b>
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All except the I01 (i3) and I12 (i8)

Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")
And, as necessary		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)

Or for the:

**I01 (i3) and I12 (i8)**

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Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		
61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high-voltage charging unit)
And, as necessary		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")("to EME" for the i3)

Or for the:

**101 (i3)**

Labor Operation:	Labor Allowance:	Description:
61 21 529	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery to EME") (luggage compartment service cap removed)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 61 00 006 is not considered a Main labor operation. However, it does require an individual punch time and an explanation in the claim comments section.

**Vehicle Programming and Encoding**

If a vehicle control module or component was working properly and/or had no related faults stored prior to vehicle programming and it fails to program correctly and/or requires initialization, this additional work must be claimed with separate labor operations under the defect code listed above; refer to KSD2.

Repairs to address control modules and/or components with pre-existing conditions are not eligible to be claimed under the defect code listed in this bulletin.

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**Other Repairs**

If performing ISTA diagnostics and related test plans results in other eligible and covered work, including replacement of the HU-H as outlined above, claim this work with the applicable defect code and/or labor operations listed in KSD2.

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