



This Service Information bulletin supersedes SI B65 01 10 **dated November 2011.**

NEW designates changes to this revision

SUBJECT

CCC - "Please Insert Navigation DVD" Appears on CID

MODEL

E60, E61 (5 Series) produced from 1/2004 to 8/2008

E63, E64 (6 Series) produced from 1/2004 to 8/2008

E70 (X5) produced from 10/2006 to 9/2009

E71 (X6) produced from 10/2006 to 9/2009

E82, E88 (1 Series) produced from 9/2004 to 8/2008

E90, E91, E92, E93 (3 Series) produced from 3/2005 to 8/2008

All vehicles equipped with SA 609 (CCC Car Communication Computer)

SITUATION

The navigation map DVD cannot be read or detected. The message "Please insert navigation DVD" appears in the CID (Central Information Display). The navigation system is inoperative. This situation may also occur when upgrading to a new navigation map. The old map is recognized but the new one is not.

CAUSE

Faulty DVD drive; read error due to hardening of the anti-vibration gel on the read head

PROCEDURE

Ensure that the map DVD is not faulty by swapping it with a map DVD known to work.

1. Perform a vehicle test using the latest ISTA (Integrated Service Technical Application) diagnostic software.
2. Diagnose any relevant faults that are stored by completing the test plans.
3. Perform and complete the test plan "W6590_WAS2-CCC fault patterns" by selecting the fault system "411", "DVD not recognized". Please note the DIAGCODE presented at the end of the test plan. The test plan can be accessed via the following path:
 - o Select "Guided Troubleshooting\Fault pattern\02 Display, information, communication\Navigation system\Accept fault patterns\Calculate test plan".
4. If the test plan prompts to replace the DVD drive, refer to ISTA Repair Instructions "REP 6583580 Removing and installing/replacing DVD drive for Car Communication Computer".

NEW Note: If the DVD drive is replaced, **it is not necessary to replace the map DVD or program the vehicle.**

NEW Please refer to the attachment to this Service Information bulletin, which provides information on the differences when connecting the ribbon cable to the new drive.

PARTS INFORMATION

Part Number	Description	Quantity
NEW 65 83 9 273 195	DVD drive	1

NEW WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty.

Defect Code: 65 83 90 18 00

Main Work

Labor Operation:	Labor Allowance:	Description:
00 58 318	Refer to KSD2	Performing Vehicle Test (including charging the battery), diagnostic test plan and replacing the DVD drive for Car Communication Computer

Plus Work (Vehicle Already in the Workshop)

Labor Operation:	Labor Allowance:	Description:
00 58 738	Refer to KSD2	Performing Vehicle Test (including charging the battery), diagnostic test plan and replacing the DVD drive for Car Communication Computer

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

ATTACHMENTS

view PDF attachment [B650110 Information.](#)

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