SB-10043865-5021

SI B62 01 12	February 2012
Instruments	Technical Service

SUBJECT
Incorrect Needle Position in the Basic Cluster

MODEL
F25 (X3)

Vehicles produced from 8/3/2010 to 9/30/2011

Only vehicles equipped with **basic instrument cluster** (with small display 2.7")

SITUATION

1. One or more instrument cluster gauge needles stops at a random position (speedometer, tachometer, fuel gauge). The needle will remain in the wrong position even after the ignition is switched off.

2. The gauge needles may display incorrect values or move in the wrong direction.

CAUSE
Software error in the instrument cluster

PROCEDURE
Do not replace parts.

1. With ISTA (Integrated Service Technical Application) D2.28.0 or higher, work through the corresponding test modules ABL "AW6210_WAS4-Incorrect needle position in the instrument cluster" that can be found under the following path:

   "Activities / Information search / Functional structure / 03 Body / Display and information functions / [!] Current fault patterns / Wrong needle position in the instrument cluster"

2. If the problem is corrected by completing the test plan to reset the gauges (this reinitializes the gauges), proceed to the next step (3).

   If the problem is **not** corrected with a gauge reset, perform standard troubleshooting.

   Note: When the ISTA system message displays:

   Battery voltage only "XX.XX" V. Please connect charger.

   Please note the displayed battery voltage reading in the repair order comments section.

3. Update the software with ISTA/P 2.43.1 or higher. If the Kombi is not included in the measures plan, select the Kombi and add programming and coding.

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 / Workshop Technology / Vehicle Programming.

WARRANTY INFORMATION
Covered under the terms of the BMW New Vehicle Limited Warranty or the BMW Certified Pre-Owned Program.

Defect Code	62 11 20 18 00	Incorrect display in the instrument cluster
Labor Operation:	**Labor Allowance:**	**Description:**
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
and if necessary, also		
61 21 528	Refer to KSD2	Charging battery
and if necessary, also		
61 00 006	Work Time (WT)	Performing vehicle diagnosis – test module
and		
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

Labor operation code 00 00 006 is a main labor operation. If you are using a main labor code for another repair, use the plus code labor operation 00 00 556 instead.

Even though work time labor operation code 61 00 006 ends in "006," it is not considered a Main labor operation.

Work time (WT) labor operation 61 00 006 requires an individual punch time.

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

If a control module fails to program correctly or initializations are required, the additional work must be claimed with separate labor operations under the defect code listed above, refer to KSD2.

Other Repairs

As outlined in the Procedure section "Step 2", if performing the ISTA diagnostics and related test plans results in other eligible and covered work, claim this work with the applicable defect code and labor operations listed in KSD2.