



This Service Information bulletin supersedes SI 62 02 13 **dated January 2013.**

NEW designates changes to this revision

SUBJECT

Instrument Cluster Only Displays Background Image and Gear Indicator

MODEL

F01

F02

F04

F07

F10

F12

F13

NEW Produced from March 2012 to July 2012

SITUATION

The display in the instrument cluster intermittently only shows the background image and the gear indicator.

- No fault code is stored
- All gauges function correctly

Note: The issue is rectified after a sleep mode cycle (ignition off for approx. 16 minutes).

CAUSE

Software error in the instrument cluster introduced with software I-level 12-03-500 or higher (ISTA/P 2.46.1 or higher)

CORRECTION

Do not replace parts for this issue.

1. Perform a vehicle test using the latest ISTA (Integrated Service Technical Application) diagnostic software. Complete all test modules related to instrument cluster faults. If no faults are stored, continue to the next step.

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. This documentation is not necessary when part of an approved Technical Service repair procedure; the battery charger is required to be attached before performing the Vehicle Test.

2. Reprogram the vehicle using ISTA/P 2.48.2 or later.

New integration level:

F01, F02, F04, F07 - F001-12-11-503 or higher

F10, F12, F13 – F010-12-11-503 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.

WARRANTY INFORMATION

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

Defect Code:	NEW 62 11 20 18 00	NEW LCD display/pixel/backlighting (in the instrument panel) – Incorrect/incomplete reading
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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 if necessary, also

61 21 528	Refer to KSD2	Charging battery
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and

61 00 730	Refer to KSD2	Programming/encoding control unit(s)
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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.

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 applicable defect code listed above; refer to KSD2.

Other Repairs

If performing other ISTA diagnostics and the related test plans results with **eligible and covered work**, claim this work with the applicable defect code and labor operations listed in KSD2.

Note: Please follow any TeileClearing (TC) or Diagcode (DC) requirements that may apply to this additional work.

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