



## SUBJECT

**HiFi Audio System: Audio Intermittently Cuts Out in All Audio Modes**

## MODEL

F07

F10

F12

F13

Produced from September 2011 to March 2012 with option 676 (HiFi sound system)

## SITUATION

Intermittently, the audio cuts out in all audio modes (e.g., AM/FM radio, Satellite radio, CD/DVD, AUX-In, etc.)

## CAUSE

Application error in the HiFi amplifier

## CORRECTION

1. Perform a vehicle test using the latest ISTA diagnostic software. Only if relevant fault codes for audio-related failures are stored in the head unit, complete all test modules relevant to audio output faults.

Otherwise, proceed to step 2.

**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. Replace the HiFi amplifier.

Note: These new style HiFi amplifiers cannot be diagnosed through ISTA or programmed/coded through ISTA/P. Therefore, no additional work needs to be performed after the replacement of a HiFi amplifier.

**IMPORTANT:** *For this issue, it is not necessary to submit a DIAGCODE with the claim.*

## PARTS INFORMATION

Part Number	Description	Quantity
Refer to the EPC, VIN-specific	Amplifier HiFi System	1

## WARRANTY INFORMATION

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

**Defect Code:**           **65 12 31 42 00**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
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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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.

and

### **F07 and F10**

65 12 579	Refer to KSD2	Replacing amplifier (HiFi, after vehicle diagnosis)
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or

### **F12 and F13**

65 12 573	Refer to KSD2	Replacing amplifier (HiFi, after vehicle diagnosis)
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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.

**Note:** The replacement of this amplifier **does not** require a vehicle update programming/encoding procedure.

### **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.

**IMPORTANT: For this issue, it is not necessary to submit a DIAGCODE with the claim.**