



## SUBJECT

**Headunit-High: CID Is Blank and “NO SIGNAL” Is Displayed**

## MODEL

F01

F02

F02H

F07

F10

F10H

F12

F13

F30H

With option 609 (Navigation System Professional, HU-H)

and

Without option 6VA (CIC contribution)

## SITUATION

Intermittently the Central Information Display (CID) is blank and “NO SIGNAL” is displayed on the CID.

- **Fault Code B7F8C3** “no response from CID (HW error: loss of CID communication)” **is stored in the HU-H**

## CAUSE

Hardware error in the Headunit-High

## CORRECTION

1. Perform a vehicle test using the latest ISTA diagnostic software.

**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. When fault code B7F8C3 is stored in the HU-H, replace the head unit. Otherwise, complete all test modules relevant to head unit faults.
3. Only after parts replacement, reprogram the vehicle using ISTA/P 2.49.2 or later.

F01/F02/F02H/F07 - New integration level: F001-13-13-503 or higher

F10/F10H/F12/F13 - New integration level: F010-13-13-503 or higher

F30H - New integration level: F020-13-13-503 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.

#### PARTS INFORMATION

| Part Number     | Description     | Quantity |
|-----------------|-----------------|----------|
| Must be ordered | Head unit, high | 1        |
| VIN-specific    |                 |          |

#### WARRANTY INFORMATION

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

|                         |                         |   |
|-------------------------|-------------------------|---|
| <b>Defect Code:</b>     | <b>65 12 59 02 00</b>   |   |
|                         |                         |   |
| <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  |
| and                     |                         |   |
| 65 12 816               | Refer to KSD2           | Replace HU-H  |
| 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.

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 was working properly and/or had no related faults stored prior to vehicle programming and it fails to program correctly or requires initialization, this additional work must be claimed with separate labor operations under the 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.

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