



## SUBJECT

### USB Connection Not Working

## MODEL

F30

F31

F32

F34

Produced up to October 31, 2013

With option 663 (Professional Radio Head Unit Basic)

and

Option 6NH (Hands-free system with USB interface)

## SITUATION

One, or both of the scenarios listed below may be encountered:

1. The message “Device not supported” is displayed in the CID after connecting a USB device to the USB port using a USB cable.
2. The “USB option” in the menu cannot be selected (grayed out), after the vehicle was programmed with ISTA/P 2.50.2, or 2.50.3:

I-Level F020-13-07-503, or F020-13-07-505.

## CAUSE

1. Incompatible USB cable is being used
2. Head Unit Basic software error

## PROCEDURE 1

The following procedure should be performed for “**Situation 1, Cause 1**” listed above:

### Part A (Steps 1 to 3)

1. Duplicate the issue.
2. Verify that the USB cable which is being used, is the original cable for the device and not an aftermarket cable.

- If the issue is resolved when using an original USB cable supplied by the manufacturer of the device, **do not** perform step 4 listed below. No further action is required.

#### Part B (Step 4)

- If the issue is still present when using the original cable from the device manufacturer, proceed to program and code the vehicle using ISTA/P 2.51.0 or higher.
  - I-Level after programming would be F020-13-11-501, 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.

#### PROCEDURE 2

The following procedure should be performed for “**Situation 2, Cause 2**” listed above:

- Verify the issue.
- Perform a vehicle test and complete all test plans linked to faults stored for the USB.
- Program and code the vehicle using ISTA/P 2.51.0 or higher.

- I-Level after programming would be F020-13-11-501 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

“Procedure 1, Part B” and “Procedure 2” are covered under the terms of the BMW New Vehicle/SAV Limited Warranty.

<b>Defect Code:</b>	<b>84 11 51 42 00</b>	<b>Procedure 1, Part B</b>
	<b>or</b>	
	<b>84 11 50 05 00</b>	<b>Procedure 2</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 as applicable		
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.

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.

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

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

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