



SI B65 11 12
Audio, Navigation, Monitors, Alarms, SRS

October 2013
Technical Service

This Service Information bulletin supersedes SI B65 11 12 **dated September 2012.**

NEW designates changes to this revision

SUBJECT

Intermittently Stored FM Radio Stations Default to FM 87.7

MODEL

E82

NEW E88

E89

E90

E91

E92

E93

With:

- Option 663 (Radio BMW Professional, RAD2+)
- or
- Option 609 (Navigation System Professional, CIC)

E60

E61

E63

E64

E70

E71

E72

E84

F01

F02

F04

F06

F07

F10

F12

F13

F25

F30

With option 609 (Navigation System Professional, CIC)

NEW SITUATION

Intermittently, the stored FM radio stations default to FM 87.7 after vehicle start-up.

NEW CAUSE

1. Low battery voltage or voltage drop at the head unit
2. Radio station preset contains FM 87.7
3. Remote key memory not set correctly or the setting is lost

NEW PROCEDURE

Do not replace parts!

Perform the procedure outlined below with **ALL** remote control keys assigned to the vehicle (including the customer's spare keys).

Procedure 1

Perform the following procedure using remote control key number 1:

1. Unlock - lock - unlock the vehicle with the remote control key.
2. Select and store AM and FM radio stations and save them to presets.
3. If the vehicle is equipped with seat memory, reset the seat position with key number 1. For vehicles with a customer profile in the CID (Central Information Display), rename profile to key 1.
4. Lock the vehicle with remote key 1; let it enter sleep mode (approx. 16 minutes after Terminal R off) to properly store the AM and FM radio stations and customer profile for remote control key number 1.

Repeat the above procedure with remote control key number 2, etc.

Retest the functionality and confirm the preset radio station and profile have been changed for each remote key. If the problem cannot be duplicated, no further repair is required.

If the problem is present, continue with procedure 2.

Procedure 2 – only if Procedure 1 does not resolve this issue and the problem is present:

Low battery voltage due to low mileage driven can cause **ALL** FM radio stations to reset to FM 87.7 while engine start up.

Perform diagnosis with ISTA and diagnose faults in the system for low battery voltage; check the battery condition and state of charge.

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.

Procedure 3 - only if Procedure 1 and Procedure 2 do not resolve this issue and the problem is present:

1. Submit a PuMA case with the subject “Radio stations default to FM87.7.”
2. Include the answers on the following questions in the PuMA case:
 - Are relevant faults stored?
 - What is the battery voltage before and while starting the vehicle?
 - Are external components connected?
 - How long was the vehicle stationary before the FM station preset was lost?
 - What are the weather conditions when it happens (cold/hot)?
 - Did the customer lock the vehicle before the fault occurred?
 - Are the stations on the function buttons stored or are these also reset?
 - Is the customer's telephone directory stored?
 - Does the customer always lock the vehicle?
 - Does the customer use different keys?
 - Was the remote key replaced?
 - If the vehicle is equipped with Comfort Access, does the problem only occur with Comfort Access?

Your feedback is important in analyzing the root cause.

WARRANTY INFORMATION

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

For vehicles with option 663 (Radio BMW Professional, RAD2+)

Defect Code:	65 12 69 02 00	
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Procedure 1

Labor Operation:	Labor Allowance:	Description:
65 10 009	3 FRUs	Performing Procedure 1 (Main work: Performing the procedure on the first remote control key)
and		
Add the applicable FRU allowance from here to the labor operation listed above for claim submission	1 FRUs	Performing Procedure 1 on additional keys (Claim 1 FRU for each additional key)

Work time Labor operation code 65 10 009 for 3 FRUs is considered Main labor operation.

If you are using a Main labor code for another repair; claim 1 FRU for performing Procedure 1 on the **first key** as a Plus labor operation.

Claim labor operation 65 10 009 only one time for the total amount of FRUs that apply to the work performed.

And, only if necessary

Procedure 2

Labor Operation:	Labor Allowance:	Description:
00 00 556	Refer to KSD2	Performing vehicle test (with vehicle diagnosis system)
and, if necessary		
61 21 528	Refer to KSD2	Charging battery

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.

For vehicles with option 609 (Navigation System Professional, CIC)

Defect Code:	65 12 66 02 00
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Other Repairs

As outlined in the Procedure 2, if the PuMA case instructs performing ISTA diagnostics and the related test plans and these results with other **eligible and covered work**, claim this work with the applicable defect code and labor operations listed in KSD2.