

**SUBJECT****Headunit High Is Constantly Resetting****MODEL**

F01, F02 (7 Series Sedan)

F04 (ActiveHybrid 7)

F06 (6 Series Gran Coupe)

F07 (5 Series Gran Turismo)

F10 (5 Series Sedan)

F10H (ActiveHybrid 5)

F12 (6 Series Convertible)

F13 (6 Series Coupe)

F15 (X5)

F25 (X3)

F30 (3 Series Sedan)

F30H (ActiveHybrid 3)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F34 (3 Series Gran Turismo)

Produced from July 01, 2012 to February 28, 2014

With option 609 (Professional Navigation, Headunit High)

and

Without option 6VA (CIC contribution)

**SITUATION**

After connecting a mobile device via Bluetooth, the Headunit High (HU-H) constantly resets. This is because the mobile device paired/connected to the vehicle contains one or more emails with 30 or more recipients.

Note: In this situation, a reset is when the HU-H shuts down and then turns back on.

**CAUSE**

Software error in the HU-H

**PROCEDURE****Do not replace parts!**

The following procedure should be performed:

1. Duplicate the issue with the customer and his or her device.
2. Unpair/disconnect the customer's phone from the vehicle and delete the vehicle VIN from the device.
3. Program and code the vehicle using ISTA/P 2.52.1 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.

Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).

4. Depending on the vehicle, the new target I-Level integration will be as follows:
  - o 3 Series vehicles, F020-14-03-501
  - o 5 and 6 Series vehicles, F010-14-03-501
  - o 7 Series vehicles, F001-14-03-501
  - o X3 and X5 vehicles, F025-14-03-501
5. Pair the customer's phone to the vehicle and retest.
6. If the HU-H continues to reset, step 7 must be performed.
7. Check the email inbox on the device and delete all emails which have 30+ recipients (always confirm with the customer first before deleting any emails).
8. Advise the customer of the following: Emails containing 30+ recipients are causing the headunit to reset. These must be deleted to prevent the resets from occurring.

**WARRANTY INFORMATION**

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

<b>Defect Code:</b>	<b>65 12 58 02 00</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
65 12 300*	Work time (WT)	Work time to perform steps 1, 2, 5 and 7
and		
00 00 556	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
and		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")

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

\*F04 (ActiveHybrid 7): Use work time labor operation 65 50 050 instead.

Work time labor operation codes 65 12 300 and 65 50 050 are Main labor operations; use Plus code labor operations for all repairs. If the Standard Scope labor operation 00 00 105 is also being claimed in conjunction with performing maintenance repair(s), then the work time FRU amount claimed must reflect that the vehicle is already in the workshop.

Work time (WT) labor operations 65 12 300 and 65 50 050 require individual punch times.

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 control module(s) fail to reprogram or initializations are required, the additional work must be claimed using separate labor operations found in KSD2 under the defect code listed above.

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