



SI B62 01 18
Instruments

February 2018
Technical Service

INSTRUMENT CLUSTER BLANKS OUT OR REMAINS DARK AFTER STARTING THE VEHICLE

MODEL

F30 (3 Series Sedan)	F31 (3 Series Sport Wagon)	F32 (4 Series Coupe)	F33 (4 Series Convertible)
F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)		

With SA06WB – Multifunction Instrument Display

Produced from March 1st 2017 through November 1st 2017.

SITUATION

- Instrument cluster display goes black during starting or while driving.

Additionally, the following conditions may be noticed:

- Missing navigation content in the HUD (Head-Up Display)
- Date and time cannot be adjusted or are not displayed
- No diagnostic access to the instrument cluster



Note: An increased battery discharge can occur as a result of the fault conditions (CC message

Battery Discharge).

CAUSE

Software error in the instrument cluster (multifunctional instrument display).

CORRECTION

Based on the results of diagnose, either replace the cluster or program the vehicle with ISTA 4.08.31 (I level 17-11-520) or higher.

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA working through the appropriate module.

Is access to the instrument cluster possible?

YES- go to next step.

NO – disconnect the vehicle battery for one hour then reconnect (power reset) and then continue diagnosis with ISTA. If diagnosis is still not possible, replace the instrument cluster.

2. Reprogram the vehicle with ISTA 4.08.03x to I level 17-11-520 or higher version.

F30, F31, F32, F33, F34 & F36	Target integration level: I level 17-11-520 or higher version
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Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

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

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code:	6211204200	
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module

And, additionally for the:

e-Vehicle

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high voltage charging socket)

And if:

Accessing the instrument cluster for diagnosis is not possible

Labor Operation:	Labor Allowance:	Description:
61 20 900	Refer to KSD2	Disconnecting (One hour) and connecting the battery negative cable

And, if:

Cluster access/diagnosis is still not possible, replace the instrument cluster

Labor Operation:	Labor Allowance:	Description:
62 11 786	Refer to KSD2	Replacing instrument cluster

And/or:

Labor Operation:	Labor Allowance:	Description:
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to KSD2/AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

Vehicle Programming and Encoding

- A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur “during” this programming procedure:
 - Please claim this “consequential” control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.
- B. For control module failures that occurred “prior” to performing this programming procedure:
 - When “covered” under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.

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