



ERRONEOUS HEAD-UP DISPLAY FAULT IN INSTRUMENT CLUSTER

New information provided by this revision is preceded by this symbol .

This Service Information bulletin replaces SI B00 03 17 dated **November 2017**

What's New:

- Cause Section Updated
- Warranty Section Updated

MODEL

G01 (X3)	G02 (X4)	G12 (7 Series)	G30 (5 Series Sedan)
G32 (640i)			

Vehicles equipped with options:

6WB – Multi-function instrument display

610 – Head-up Display

SITUATION

During a vehicle test a Head-up Display (HUD) fault code is stored:

B7F6E3 - HUD: Fault in the communication (HUD not answering) in instrument cluster fault memory.

The HUD operates normally.

CAUSE



Instrument cluster software error in I Levels S15A-17-11-5xx or S15A-18-03-5xx

CORRECTION

Ignore the fault code B7F6E3 if it is the only fault stored and there are no customer complaints with the HUD. It is an erroneous fault and has no effect on the HUD operation.

If other faults, errors or operational deficiencies are noted, diagnose those using the appropriate ISTA test plan.

PROCEDURE

For conditions that are similar to the situation described:

Perform diagnosis with the latest version of ISTA.

Does the xB7F6E3 – HUD fault appear by itself with no other faults or errors?

YES- clear the fault and ignore it.

NO – continue diagnosis and work through the corresponding test module for other faults stored continue diagnosis and work through the corresponding test module for other faults stored

PARTS INFORMATION

Parts replacement is not needed and will not fix this fault code if stored by itself.

WARRANTY INFORMATION

UPDATE ! 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:	6230051500	
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 KSD 2 as Charging battery)

And, additionally for the:

e-Vehicles

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

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.

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

UPDATE ! 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 and/or other work/repairs that results from performing ISTA diagnostics and the related test plans:

- When “covered” under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in KSD2/AIR.

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