



INSTRUMENT CLUSTER REMAINS DARK AFTER STARTING THE VEHICLE

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

This Service Information bulletin supersedes SI B62 19 17 dated December 2017.

What's New:

- Procedure amended to add battery reset if cluster does not power up

MODEL

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

Produced between 11/01/16 – 10/31/17

Equipped with SA6WA Instrument Cluster

SITUATION

Upon starting the vehicle (terminal 15 switched on), the instrument cluster does not function (stays dark, no needle response, no bus communication).

The instrument cluster can't be accessed via diagnostics.

CAUSE

Software error in vehicles equipped with option 'SA6WA Instrument Cluster with expanded scope' programmed at an I-level between S15A-16-11-500 and S15A-17-07-509.

CORRECTION

Reprogram the vehicle to ISTA 4.08.31 (I-levels S15A-17-11-530) or a more recent version.

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA and, if necessary, work through the corresponding test modules.
2. Program the vehicle to ISTA 4.08.31 or higher version.
 - I Level S15A-17-11-530



NOTE: Parts replacement is NOT necessary and does NOT provide a solution.



UPDATE!

NOTE: If the instrument cluster does not power up to program, perform a battery reset (10

seconds or more) prior to connecting to retry programming again.

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:		
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.

And, additionally for the:

e-Vehicles

Labor Operation:	Labor Allowance:	Description:
		Recharging high-voltage battery unit (to high

61 25 910

Refer to KSD2

voltage charging socket)

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

ISTA automatically reprograms and codes all the vehicle control modules that 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.

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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