



SI B65 12 16  
Audio, Navigation, Monitors, Alarms, SRS

March 2018  
Technical Service

## Integrated Navigation Voice Not Loud Enough

This Service Information bulletin replaces SI B65 12 16 dated May 2016

### What's New:

- Correction section - ISTA SW version change
- Procedure section

### MODEL

F10 (5 Series Sedan)	F25 (X3)	Vehicles produced from January 2010 to July 2013	Equipped with SA663 – Radio Professional (CHAMP2 Head Unit)
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### SITUATION

Integrated Navigation voice guidance is not loud enough to be heard over loud music.

### CAUSE

Software error in the CHAMP2 Head Unit.

### CORRECTION

**UPDATE!** If the vehicle I Level is less than indicated below, program and code the vehicle with ISTA 4.10.4x or higher.

I – Level	Vehicle
F025-16-07-500	F25
F010-16-07-500	F10

### PROCEDURE

**UPDATE!** Follow the steps below to correct the situation

1. Connect the vehicle to ISTA.
2. Is the vehicle I-Level less than F0xx-16-07-500?

YES- Program and encode the complete vehicle using ISTA 4.10.4x or higher.

NO– continue diagnosis with ISTA.

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

### **UPDATE!** WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>6512630200</b>	
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<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
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:		
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.

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.

Please explain this additional work (The why and what) on the repair order in the claim comments section.

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 (including diagnosis) in KSD2/AIR.

### Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and labor operations (including diagnosis) that are listed in the KSD2.

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