



## NO AUDIO PLAYBACK AFTER REPLACING THE HEAD UNIT HIGH 2 (HU-H2)

### MODEL

F06 (6 Series Gran Coupe)	F12 (6 Series Convertible)	F13 (6 Series Coupe)	F15 (X5)
F16 (X6)	F22 (2 Series)	F23 (2 Series convertible)	F25 (X3)
F26 (X4)	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)	F80 (M3 Sedan)
F82 (M4 Coupe)	F83 (M4 Convertible)	F85 (X5 M)	F86 (X6 M)
F87 (M2 Coupe)	G01 (X3)	G12 (7 Series)	G30 (5 Series Sedan)
G32 (6 Series Gran Turismo)	I01 (I3)		

### SITUATION

After replacing the Head Unit High (HU-H2) and performing ISTA4 programming, there is no audio playback.

### CAUSE

Hardware error in the internal amplifier of HU-H2 with hardware version 4 ( HWEL 001.004.001 )

### CORRECTION

Program vehicle with ISTA 4.10.1x to I Level 18-03-510 or higher. This SW is expected to be released by March 2018.

Until the release of ISTA 4.10.1x submit a Puma case for technical support to the Puma Hotline.

### PROCEDURE

1. Perform diagnosis with the latest version of ISTA.
2. Program the vehicle using ISTA 4.10.1 to I level 18-03-510 or higher.



Note: Until the release of ISTA 4.10.1x submit a Puma case for technical support to the Puma Hotline.

The hotline will supply a modified Vehicle Order (VO) with option code 'HUTR' added. Use ISTA 4 to load modified VO and encode entire vehicle.

Note that ISTA 4 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 ([SIB04 23 10](#)).

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

## PARTS INFORMATION

Parts replacement will not improve the situation and is not recommended.

## WARRANTY INFORMATION

**The vehicle was is in the workshop for Head Unit High (HU-H2) replacement**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or in conjunction with a covered BMW Certified Pre-Owned Program repair (Excluding CPO vehicles with UW coverage).

<b>Defect Code:</b>	<b>Refer to KSD2</b>	<b>Claim with the defect code that applies to the previous work that necessitated this additional work procedure to be performed</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
65 12 300	2 FRU	Work time to install the modified Vehicle Order (VO) with option code HUTR

Or:

**The Head Unit High (HU-H2) issue occurred prior to the release of this bulletin, the vehicle has to return to the workshop**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program (Excluding CPO vehicles with UW coverage).

<b>Defect Code:</b>	<b>6512580200</b>	
<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)
And:		
65 12 300	2 FRU	Work time to install the modified Vehicle Order (VO) with option code HUTR

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 65 12 300 is not considered a Main labor operation. Also, since the “work time” FRU allowance to be claimed is specified, a separate punch time is not required.

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)

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.
- 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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