SI B65 13 16
Audio, Navigation, Monitors, Alarms, SRS

January 2018
Technical Service

NBT-EVO (NEXT GENERATION NAVIGATION PROFESSIONAL) HEAD UNIT CANNOT BE SWAPPED BETWEEN VEHICLES FOR TESTING. 'COMPONENT PROTECTION ACTIVE'

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

This Service Information bulletin supersedes SI B65 13 16 **dated October 2017.**

What's New:

• Correction section

• ISTA 4.09.1x Release Notes added

MODEL

F22 2 Series from 3/2015	F23 2 Series convertible from 3/2014	F30 3 Series from 7/2015	F31 3 Series touring from 7/2015
F34 3 Series GT from 7/2015	F32 4 Series coupe from 7/2015	F33 4 Series convertible from 7/2015	F36 4 Series GC from 7/2015
G30 5 Series Sedan	G32 6 Series GT	F12 6 Series from 3/2016	F13 6 Series from 3/2016
F25 X3 from 4/2016	F26 X4 from 4/2016	F15 X5 from 8/2016	F85 X5 M from 8/2016
F16 X6 from 8/2016	F86 X6 M from 8/2016	G12 7 Series from SOP	
Affects vehicles with SA609 – Next Generation Navigation System Professional (NBT-EVO HU-H2)			

SITUATION

If either the NBT-EVO head unit or Body Domain Controller (BDC) are swapped into a different vehicle they will cause the head unit NBT-EVO to enter a locked mode once it recognizes a different VIN.

This will set a fault in the Head Unit (NBT-EVO), Fault Code "B7F87A: Burgler Actively Registered / Component Protection Active". All enable codes (FSC/SWT) in the NBT-EVO will enter a canceled status and will no longer be valid. System functions such as Navigation, Voice activation, Satellite Radio, etc will not function.

CAUSE

To prevent easy re-use of stolen Head units additional features are introduced with 11/15 ISTA/P software to bring NBT-EVO to a higher security level.

In NBT-EVO the mechanism is called “Trusted VIN”

CORRECTION

Do not swap NBT-EVO HU-H2 head units or the Body Domain Controller (BDC) between vehicles for testing.

If a parts swap has been performed and the head unit enters the locked mode you will need to do the following to restore operation:

1. Submit a puma case requesting generation of new head unit enable codes. The Technical Hotline will generate new enable codes to be sent to the FBM server which will then be available for download on ASAP.
2. Go to the ASAP portal and order a REPAIR KIT. Then download the repair kit enable codes to a blank USB (FAT32 format) stick.

OR

If enable codes were attached to the puma case they can be downloaded directly from puma to the USB stick.

3.

Connect vehicle to ISTA 4.09.1x or a newer version.
4.

Select the function ‘Initialization of head unit component protection’
5.

See attached section of the release notes from ISTA 4.09.1x

WARRANTY INFORMATION

Swapping parts for diagnostic and/or programming purposes is not recommended for BMW vehicles (SI B09 02 12).

Issues/repairs resulting from the unapproved procedure of swapping parts between like vehicles is not a defect in materials or workmanship and is not claimable under BMW’s limited warranties.

Posted: Wednesday, January 17, 2018

ATTACHMENTS

View PDF attachment **171206_Release Notes ISTA-P_3.63.3_4.09.1x_ENG**.

[Copyright ©2018 BMW of North America, Inc.]

4.2 * NEW * Head Unit High 2 with fault memory 0xB7F87A - Deblock the component protection with ISTA 4

Fault description:

To protect against theft, the head unit (HU-H2) of the specified vehicles with production date as of November 2016 is paired with the Body Domain Controller (BDC).

	For the installation of a HU-H2 new part, the locking is performed automatically by ISTA 4 or ISTA/P.

If the component protection was activated, the fault memory 0xB7F87A "component protection active" is set, and the enabling codes of the HU-H2 become invalid.

In individual cases, the component protection is activated without justification for vehicles with I levels 16-11-5xx.

Model series affected:

Vehicles with HU-H2 (NBT Evo) and BDC can be deblocked again using ISTA 4.

Vehicles without BDC must still be enabled by Technical Support by means of IRAP.

Measure/workaround:

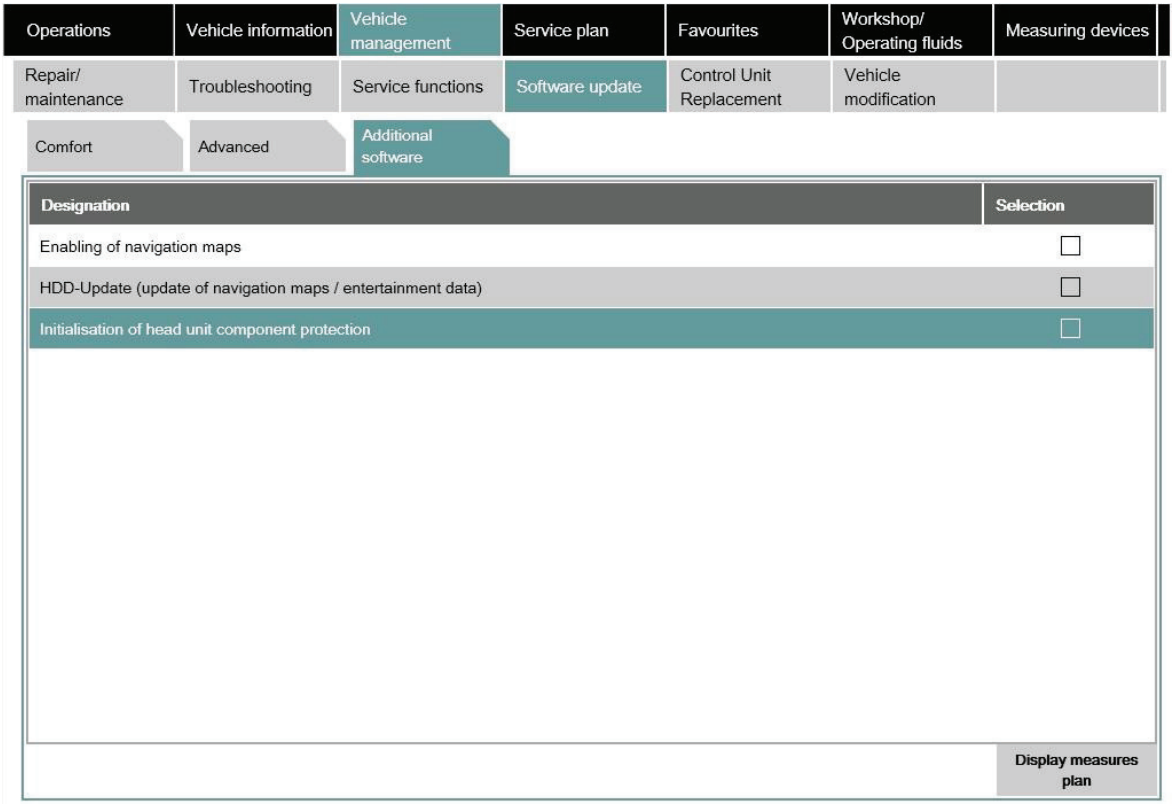
1. Always program vehicles with I level 16-11-5xx to the current I level.

2. Contact Technical Support via PuMA, who will generate the required enabling codes for the head unit.

3. Download the enabling codes from Technical Support (PuMA) or the Aftersales Assistance Portal (ASAP) / "Request repair enabling code" and save them for import into ISTA.

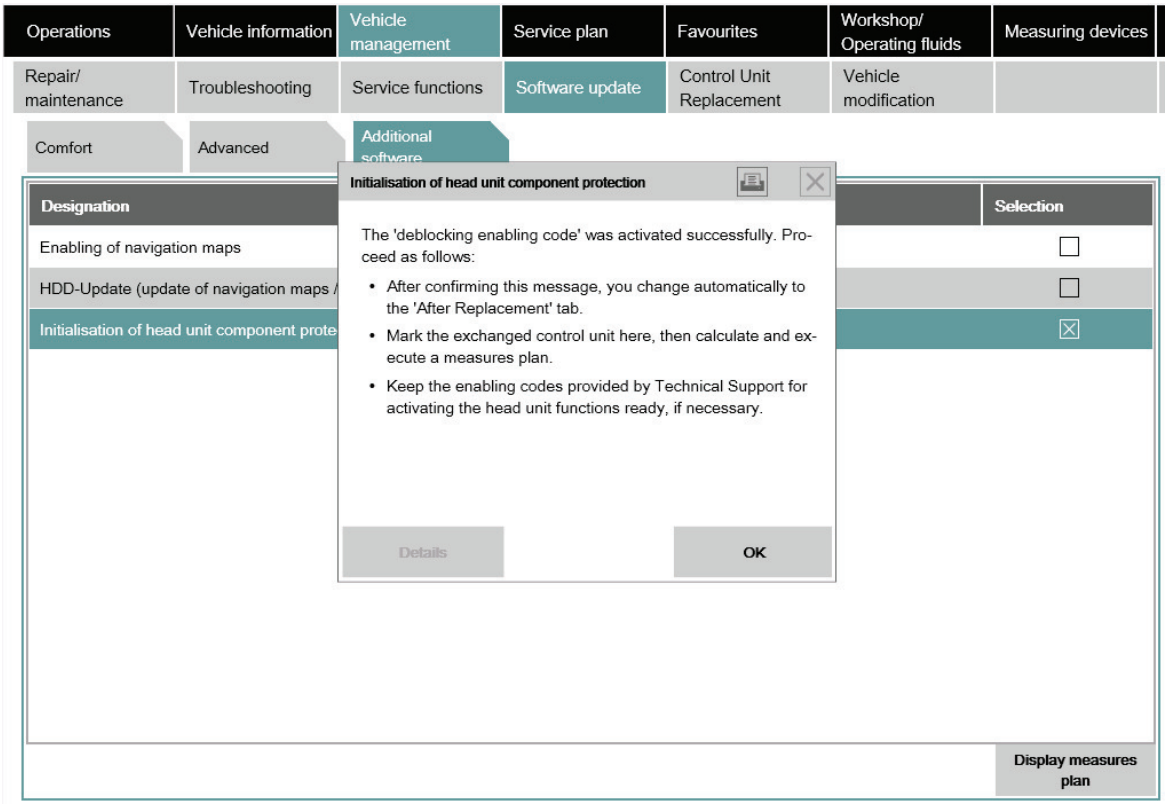
	If the enabling codes are present in the form of a ZIP file (*.zip), unpack and save in a separate folder. If a USB medium is used to import the enabling codes, please keep this inserted until the end of the deblocking process.

4. Connect the vehicle and select the initialisation of component protection function in the Additional software tab.



5. Confirm the dialogue to download enabling codes.

6. Confirm deblocking of the component protection.



7. After deblocking, ISTA jumps to the "Control unit exchange" menu. End the session at this point.

8. Start new session and change to the "Control unit exchange" menu.

9. Select the exchanged control unit (BDC or head unit).

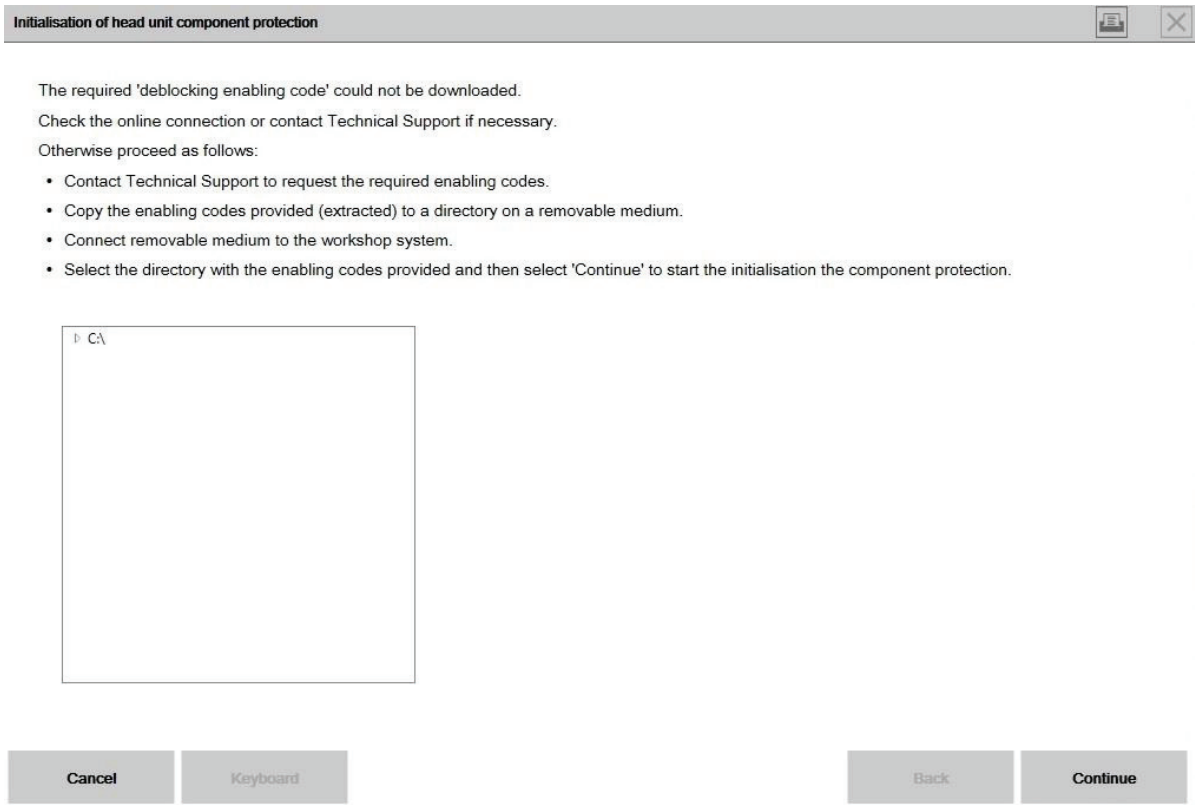
	If none of the control units were replaced, the head unit should be selected anyway.

10. Calculate measures plan and carry it out.

11. Confirm the dialogue to download enabling codes.

12. Select the "Import" checkbox in the dialogue on the manual import of enabling codes. Then confirm the dialogue.

13. Select the storage location (folder) of the unpacked enabling codes in the next dialogue.



14. Confirm preparation for vehicle programming. The measures plan is then worked through.

Affected application:

ISTA 4