



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

MODEL

F54 (Cooper, Cooper S, JCW Clubman)	F55 (Cooper, Cooper S, JCW Hardtop 4 door)	F56 (Cooper, Cooper S, JCW Hardtop 2 door)	F57 (Cooper, Cooper S, JCW Convertible)
F60 (Cooper, Cooper S, JCW Countryman)			

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 MINI-approved battery charger/power supply ([SIM04 08 09](#)).

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 MINI New Passenger Car Limited Warranty or MINI NEXT/MINI Certified Pre-Owned Limited Warranty (Excluding CPO vehicles with UW coverage).

Defect Code:	Refer to KSD2	Claim with the defect code that applies to the previous work that necessitated this additional work procedure to be performed
Labor Operation:	Labor Allowance:	Description:
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

Defect Code:	6512580200	
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:		
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-Vehicle

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.

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