BMW SI B62 07 18   July 2018
Instruments   Technical Service

INSTRUMENT CLUSTER REMAINS DARK AFTER STARTING THE ENGINE

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

This Service Information bulletin replaces SI B62 07 18 **dated June 2018.**

What's New:

• Model Section updated - G30 / G32 removed. These vehicles are 100% optioned with SA609 Navigation in the US market

UPDATE! MODEL

G01 (X3)	G02 (X4)

Models with Basic cluster

This does **NOT** affect the following option-equipped vehicles:

- SA6WA – Instrument cluster with advanced scopes
- SA6WB – Multifunction Instrument display
- SA609 – NAV Professional
- SA610 – Head-Up Display

SITUATION
When power Terminal 15 (key on) is energized, the instrument cluster does not initialize – no meters/dials are displayed and it remains completely black.

Communication to the cluster may not be possible.

Attempts to activate the cluster via ISTA may be unsuccessful.

CAUSE
Software error in the instrument cluster

CORRECTION
Reprogram the vehicle with ISTA 4.10.1x or higher.

PROCEDURE
For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.

Can the instrument cluster be activated with ISTA?

YES- Go to next step.

NO – perform a hardware reset by disconnecting the battery for a minimum of 10 seconds. Reconnect to power, then, go to next step.

2. Program the vehicle using ISTA 4.10.1x or higher.

MODELS	Target integration level:
G01, G02, G30, G32	**S15A-18-03-511** or higher

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 (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 provide a solution to this situation.

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:	6211208600	
Labor Operation:	**Labor Allowance:**	**Description:**
00 00 006	Refer to KSD2/AIR	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2/AIR	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2/AIR	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, also as necessary:		
61 20 900	Refer to KSD2/AIR	Disconnecting and connecting battery earth (ground) lead

And:		
61 00 730	Refer to KSD2/AIR	Programming/encoding control unit(s)

And, additionally for the:

e-Vehicle

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to KSD2/AIR	Recharging high-voltage battery unit (to high voltage charging socket)

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 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

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 and in the claim comments section.

B. For control module failures that occurred "prior" to performing this programming procedure; and/or

C. Other work/repairs that results from performing ISTA diagnostics and the related test plans:

   • 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.

Posted: Wednesday, July 18, 2018