



## SOUND OUTPUT FAILS COMPLETELY AFTER PROGRAMMING

### MODEL

G05 (X5 Sports Activity Vehicle)	G07 (X7 SAV)	G14 (8 Series Convertible)	G15 (8 Series Coupe)
G20 (3 Series Sedan)			

Produced from July 1, 2018 thru March 31, 2019

### SITUATION

After programming the vehicle to Integration level (I-level) 18-07-5xx or 18-11-5xx, the sound output fails completely.

The fault occurs:

- Immediately after failed programming/encoding; and/or
- Programming/encoding is successful, but no sound output is possible afterwards

The following fault code is stored in the Receiver Audio Module (RAM 01) control unit:

- S0219 - no communication with audio amplifier possible

### CAUSE

A software error in RAM-01 with I-levels 18-07-5xx and 18-11-5xx.

### CORRECTION

A. Program the vehicle

- With the current ISTA version 4.15.2x or higher, to bring the I-level to at least 18-11-5xx.
- Clear the fault memory, allow the vehicle to enter sleep mode and then check the sound output.

This fault can return after every programming session that is performed “before” the introduction of I-level 19-03-509.

- I-level S18A-19-03-5xx will be supported by ISTA 4.16.1x, **available late February, 2019.**

B. If the fault could not be eliminated by following the “Correction” above, then:

- Start an ISTA 4 session
- Manually assign control unit RAM-01 for programming
- Carry out the measures plan and end the session.
- Allow the vehicle to enter sleep mode
- Check the sound output



Note: Parts replacement will not provide a solution to this situation.

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

## WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>Refer to AIR/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>
61 00 731	Refer to AIR/KSD2	A. Additional work after first termination while programming/encoding (control units)
And, when necessary:		
61 00 732	Refer to AIR/KSD2	B. Additional work after second termination while programming/encoding (control units)

Or, the:

### Vehicle Returns

<b>Defect Code:</b>	<b>6512810200</b>	<b>RAM, receiver audio module software error/internal equipment</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to AIR/KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR/KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528:	Refer to AIR/KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")
And:		
61 00 730	Refer to AIR/KSD2	A. Programming/encoding control unit(s)
And, when necessary:		
61 00 731	Refer to AIR/KSD2	B. Additional work after first termination while programming/encoding (control units)

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 AIR/KSD2 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.

### **Programming and Encoding - Vehicle Control Units**

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 related defect code listed with the applicable AIR/KSD2 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:

- 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 AIR/KSD2.

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