



HU-H3 / MGU HEAD UNIT AND CENTRAL INFORMATION DISPLAY FAILED

MODEL

G05 (X5 Sports Activity Vehicle)	G07 (X7 SAV)
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Produced from July 1, through December 18, 2018

SITUATION

The head unit (HU-H3) and Central Information Display (CID) only work correctly for approx. 1 to 5 minutes after starting the engine. Then:

- The note "No Signal" appears in the CID, or-
- The display remains completely dark

With either situation, sound output can still be heard despite the CID going dark

It is also possible that the head unit does not start at all, whereby the CID behaves as describes above.

CAUSE

Fault in the Automotive Pixel Link (APIX driver) communication of the HU-H3 with the CID.

APIX is the serial high-speed Gigabit multichannel link that connects displays such as the CID with vehicle control modules.

This situation arises only when starting the vehicle, caused by temperature dependencies.

CORRECTION

Search for the following Diagnostic Trouble Codes (DTCs):

- B7F8C4 CID, hardware fault: Fault in operating voltage measuring path: Failure of backlight LEDs
- B7F8C4 CID, hardware fault: Check sum error CID flash data and no reset DTC saved in HU-H3.
- If these DTC faults is stored, it is a hardware problem. Work through the corresponding test module.
- If these DTCs are not stored, program the vehicle with ISTA 4.16.1x to I-level S18A-19-03-510.
 - o ISTA 4.16.1x is expected to be **available late February, 2019**.
 - o Always connect a BMW-approved battery charger/power supply (SI [B04 23 10](#)) when performing programming.



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

WARRANTY INFORMATION

This service information bulletin provides technical, diagnostic and/or repair-related information.

Eligible and Covered Work/Repairs

When this information is used to a repair a verified defect in materials or workmanship, the repair is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

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