




SI B62 05 18
Instruments

April 2019
Technical Service

HEADS UP DISPLAY SPORADICALLY INOPERATIVE

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

This Service Information bulletin supersedes SI B62 05 18 **dated July 2018**.

What's New:

- Situation Section – I level added
- Procedure Section – ISTA SW change and I Level change

MODEL

F90 (M5)	G01 (X3)	G02 (X4)	G12 (7 Series)
G30 (5 Series Sedan)	G32 (6 Series Gran Turismo)		

With option 610 BMW Head-Up Display

SITUATION

Fault memory entry "B7F6E4 HUD: Fault in display backlighting "is stored in the instrument cluster.

Intermittently, the Head-Up Display (HUD) may deactivate. Display returns after vehicle enters sleep mode and is restarted.

Vehicle software is currently at one of the following I-levels:

- S15A-17-07-5xx
- S15A-17-11-5xx
- S15A-18-03-5xx
- S15A-18-07-5xx

CAUSE

Software error in the instrument cluster.

Code B7F6E4 initiates a temporary, protective deactivation of the HUD. If code B7F6E4 is only stored intermittently, it may be in error.

CORRECTION

Reprogram vehicle, if code is stored repeatedly.

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA. The test plan for this fault was updated with ISTA 4.13.10

Is code B7F6E4 stored repeatedly over several diagnostic cycles?

YES- go to next step.

NO- the code is erroneous and can be deleted and ignored.

2. Check currently available version of ISTA.

Is ISTA 4.16 or higher available?

YES- go to next step.

NO – check for IRAP solution and, if not available, inform customer that corrected software will be available in the near future.

3. Program vehicle with ISTA 4.16.1x

Model	Target integration level
All affected	F15A-19-03-509 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 improve the situation and is not recommended.

WARRANTY INFORMATION

When the BMW software solution becomes available, the following repair is 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:	6230050200	
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		

61 21 528	Refer to AIR	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)

And, additionally for the:

e-Vehicles

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to 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 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 AIR labor operations.

Please explain this additional work (The why and what) on the repair order 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.

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