



SIB 65 10 19

2019-11-20

ENGINE SPEED DEPENDENT NOISE DURING AUDIO PLAYBACK

This Service Information Bulletin (Revision 1) replaces SI B65 10 19 **dated April 2019**.

What's New (Specific text highlighted):

- Models added
- Option code and production date updated
- Integration level updated

MODEL

F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F97 (X3 M Sports Activity Vehicle (SAV))
F98 (X4 M Sports Activity Coupe (SAC))	G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)
G06 (X6 SAC)	G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)
G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G29 (Z4 Roadster)
G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)		

Vehicles equipped with option code:

6F1 Bowers & Wilkins High End Sound System OR 688 Harman Kardon Surround Sound System

Production date:

G05, G06, G07, G14, G15, G16, G20, G29, F91, F92, G12 (LCI)	March to November 2019
G01, G02, G30, G32, F90, F97, F98	July to November 2019

SITUATION

There is an engine speed-dependent noise heard through the speakers during audio playback.

CAUSE

Software error in the Receiver Audio Module (RAM) control unit.

CORRECTION

Program the vehicle.

PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through test module if needed.
2. Program the vehicle using ISTA 4.20.2x or higher (released mid-November 2019).

Model	Target integration level
F90 F97 F98 G01 G02 G12 G30 G32	S15A-19-11-530 or higher
F91 F92 G05 G06 G07 G14 G15 G16 G20 G29	S18A-19-11-530 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 (SI B04 23 10).

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Parts replacement is not required and will not eliminate this noise without the updated software.

WARRANTY INFORMATION

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

Defect Code:	6512810200	RAM, receiver audio module software error/internal equipment fault
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 AIR as Charging battery)
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)

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.

