



SIB 65 21 19

AUDIO PLAYBACK NOT POSSIBLE

2019-11-07

## MODEL

E-Series	Model Description	Production Date	Affected Option Code
F33	4 Series Convertible	November 1 <sup>st</sup> 2013 to	SA 688 Harman / Kardon Surround System
F83	M4 Convertible	March 1 <sup>st</sup> 2019	

## SITUATION

No audio heard inside the vehicle.

## CAUSE

Failure of the audio amplifier due to water ingress in the luggage compartment.

## CORRECTION

Replace the audio amplifier, and install a drainage grommet.

## PROCEDURE

1. Perform a vehicle test.
2. Proceed with diagnosis of any system faults not related to the amplifier.
3. If only the amplifier has failed, then remove the amplifier as per Repair Instructions 65 12 072.
4. With the amplifier removed, install a water drainage grommet P/N 07 14 9 883 356 (aka sealing cap/seal plug) in the luggage compartment (refer to image below).



Location (circled) for installation of water drainage grommet.

5. Install the new amplifier and perform a vehicle programming with the latest ISTA version.

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**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
07 14 9 883 356	Water drainage grommet	1
Refer to ETK	Amplifier	1

Obtain and confirm the Amplifier part number for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

## **WARRANTY INFORMATION**

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

<b>Defect Code:</b>	<b>6512315000</b>	<b>Amplifier, high fidelity/top hi-fi system (Professional hi-fi system) water ingress/condensation</b>
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system-checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system-checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in KSD2 as Charging battery)	Refer to AIR
And:		
41 00 049	Work time to install the drainage grommet in conjunction with replacing the amplifier	1 FRU
And:		
65 12 072	Replacing amplifier (after vehicle diagnosis)	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

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.

In conjunction with replacing the amplifier, work time labor operation code 41 00 049 is not considered a Main labor operation. Also, since the work time FRU allowance to be claimed is specified, a separate punch time is not required. However; it still requires 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.**

Or:

### **Non-Amplifier Replacement Repair**

<b>Defect Code:</b>	<b>4112034800</b>	<b>Seal plug, vehicle underbody not leaktight</b>

Labor Operation	Description	Labor Allowance
41 00 049	Work time to install the drainage grommet in conjunction with performing a non-amplifier repair in the same area of the vehicle (Associated work)	1 FRU

### Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

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 and in the claim comments section.

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 in AIR (including diagnosis with separate punch times).

### Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis with separate punch times).