



SIB 65 22 19

2019-11-19

NO AUDIO IS AVAILABLE FOR APPROXIMATELY 30 SECONDS AFTER
HEAD UNIT START UP

MODEL

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)	

Produced from July 1st, 2018 to December 2nd, 2019

Affected Vehicle Equipment: SA6U3 BMW Live Cockpit Professional

SITUATION

After programming vehicle, no audio is available for approximately 30 seconds after head unit start-up.

Fault code B7F490 "Control unit reset" is present in the RAM (Receiver Audio Module).

CAUSE

Software error in the RAM.

CORRECTION

Reprogram vehicle.

PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.
2. Is the current vehicle integration level (I-level):

Model	Target integration level
F97 F98 G01 G02 G12 G30 G32	S15A-19-07-530
G05 G06 G07 G14 G15 G16 G20 G29	S18A-19-07-530

YES: Proceed to Step 3

NO: Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.20.2x or higher (released early November 2019).

Model	Target integration level
F97 F98 G01 G02 G12 G30 G32	S15A-19-11-530 or higher
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 exchange will not provide a solution

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

If you should have this situation, update the vehicle to the current available I-level by performing and submitting for one of these open Technical Campaigns instead. Please be sure to also perform any additional work the campaign repairs require and/or close the remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the situation above does not apply, the BMW software solution is then:

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

Defect Code:	6512810200	RAM Receiver audio module software error/internal equipment fault
Labor Operation	Description	Labor Allowance
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 AIR as Charging battery)	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

And, additionally for the:

e-Vehicles

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	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 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.

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).