



SIB 65 09 19

2020-11-24

HU-H3 MGU HEAD UNIT RESETS WITH FAULT CODE B7F8F9 RESET WATCHDOG

This Service Information Bulletin (Revision 1) replaces SI B65 08 19 **dated March 2019**.

What's New (Specific text highlighted):

- Models added
- Correction updated

MODEL

F44 (2 Series Gran Coupe)	F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)
F93 (M8 Gran Coupe)	F95 (X5 M Sports Activity Vehicle (SAV))	F96 (X6 M Sports Activity Coupe (SAC))	F97 (X3 M SAV)
F98 (X4 M SAC)	G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)
G06 (X5 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)	G22 (4 Series Coupe)
G23 (4 Series Convertible)	G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)

6U3 BMW Live Cockpit Professional

SITUATION

Customer states the following about their vehicle:

- Active radio or music source is interrupted
- The navigation is no longer available
- A black screen is shown in the Control Display
- The system works again after a short interruption

CAUSE

Software error in the Head Unit High (HU-H3) MGU (Media Graphics Unit).

CORRECTION

- For vehicles at I-Level lower than S15A-20-11-5XX / S18A-20-11-5XX: Program the vehicle with ISTA.
- For vehicles at I-Level higher than S15A-20-11-5XX / S18A-20-11-5XX: Run the test plan. If the test plan leads to an MGU replacement, submit a TSARA TeileClearing (TC) case for approval.

PROCEDURE

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

Connect to ISTA and read out I-level of the vehicle.

- If the I-level is older (lower) than S15A-20-11-5XX / S18A-20-11-5XX:
 - Program and encode the vehicle with ISTA 4.26.2x (released early Nov. 2020) to I level S15A-20-11-5XX / S18A-20-11-5XX or higher.
 - Recheck head unit operation.

OR

- If the I-level is S15A-20-11-5XX / S18A-20-11-5XX or more recent (higher):

- o Do not program the vehicle
- o Run diagnosis with ISTA and work through the corresponding test module

If the test plan leads to MGU replacement:

- o Submit a TSARA TC case for approval
- o Recheck head unit operation

PARTS INFORMATION

A part exchange does not provide a solution in this case and is therefore not permitted unless TC approves it.

WARRANTY INFORMATION

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

Defect Code:	65 12 58 02 00	Head Unit High HU-H (Nav Professional) software error / internal device 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 AIR for the corresponding flat rate unit (FRU) allowances.

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.

Programming and Encoding - Vehicle Control Units

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 and 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

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 (including diagnosis) that are listed in AIR.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department