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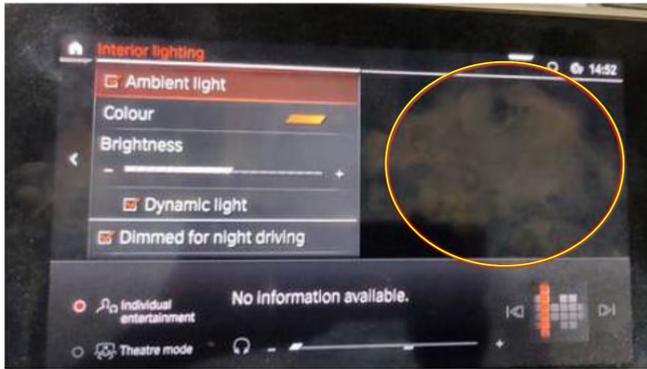
2020-12-02

NO PREVIEW IMAGES DISPLAYED IN THE REAR SEAT ENTERTAINMENT

MODEL

E-Series	Model Description	Affected Option Code
F90	M5 Sedan	6U3 BMW Live Cockpit Professional In conjunction with: 6FH Rear Seat Entertainment Professional Or 6FR Rear Seat Entertainment Professional
G05	X5 Sports Activity Vehicle	
G06	X6 Sports Activity Coupe	
G07	X7 Sports Activity Vehicle	
G12	7 Series Sedan	
G32	6 Series Gran Turismo	

SITUATION



The rear seat entertainment screens do not display any preview images at times.

CAUSE

Software in the Head Unit High (HU-H3).

CORRECTION

Program the vehicle.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

	Integration level
Model	
F90 G12 G32	Lower than S15A-20-07-540
G05 G06 G07	Lower than S18A-20-07-540

YES: Proceed to Step 3

NO: Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.25.1x or higher (released September 2020).

Model	Target integration level
F90 G12 G32	S15A-20-07-540 or higher
G05 G06 G07	S18A-20-07-540 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.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.

Please be sure to also perform any additional work (before and/or after) the selected campaign or other campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation 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 or the BMW Certified Pre-Owned Program as described below.

Defect Code:	6512580200	Head Unit High HU-H (Nav Professional) Software error / internal device faults
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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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

And, additionally for the:

e-Vehicles

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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 AIR for the corresponding flat rate unit (FRU) allowances.

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 (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) 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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

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).

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department