



SIB 65 01 21

2021-02-23

## SPORADIC FAILURE OR CRACKING NOISE IN BASS SPEAKERS

**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 (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)	G22 (4 Series Coupe)
G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)	

**Vehicles produced:** March 1<sup>st</sup> to November 23<sup>rd</sup> 2020

**Vehicles equipped with option code:**

688 Harman Kardon Surround Sound System

**And:**

6U2 BMW Live Cockpit Plus **Or** 6U3 BMW Live Cockpit Professional

**SITUATION**

No Bass or a cracking noise can be heard from the bass speakers.

**CAUSE**

Fault in the Top HiFi system amplifier control unit.

**CORRECTION**

Replace the Top HiFi system amplifier.

**PROCEDURE**

- 1) Perform diagnosis with the latest version of ISTA, working through test modules, if needed.
- 2) Is the following fault present in the RAM01 control unit : **B7F480 – booster, no connection.**

**YES:** Replace the Top HiFi system amplifier

**NO:** Further diagnosis with ISTA is needed



**Note: Check the revision index before installing.**

The revision index (circled) is located to the right of the part number.

**The revision index must be 02 or higher.**

**PARTS INFORMATION**

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

Part Number	Description	Quantity
65 12 5 A38 AB8	Top HiFi system amplifier	1

Additionally, other small parts that are not specified above, such as one-time screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the corresponding repair defect code.

## 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 required for the vehicle being repaired, after the replacement the Top HiFi system amplifier, select one of these open Technical Campaigns to perform and submit for the follow-up programming and encoding procedure by updating the vehicle to the required I-level or higher.**

**Please be sure to also perform any additional work (before and/or after) as required by the open campaign(s) on the vehicle. Close any other remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks for the repair listed below that applies.

<b>Defect Code:</b>	<b>6512314200</b>	<b>Amplifier, HiFi / TOP HiFi system (HiFi system Professional) dropouts</b>
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### Without an Open Programming and Encoding (P/E) Technical Campaign

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, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module	Work time (WT)
Or		
00 58 000*	Diagnosis Worktime Flat Rate (See below)	2 FRU

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.

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

And, as applicable and available in AIR for the vehicle being repaired:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
65 12 573	Replacing amplifier (after vehicle diagnosis)	Refer to AIR
Or:		
65 12 574	Replacing amplifier (Harman Kardon) (after vehicle diagnosis) (FR allowance without programming/encoding, see the P/E Campaign or labor operation 61 00 730)	Refer to AIR
Or:		
65 12 621	Replacing booster (after vehicle diagnosis)	Refer to AIR
Or:		
65 99 000	Work time to replace the amplifier/booster (after vehicle diagnosis) (Only if no corresponding labor operation is available in AIR)	6 FRU

And, if required for the vehicle being repaired:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
61 00 730	Programming/encoding control unit(s)	Refer to AIR

Or:

#### **With an Open Programming and Encoding (P/E) Technical Campaign**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
61 00 006*	Performing vehicle diagnosis – test module	Work time (WT)
Or		
00 58 000*	Diagnosis Worktime Flat Rate (See below)	2 FRU

And/or:

And, as applicable and available in AIR for the vehicle being repaired:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
65 12 573	Replacing amplifier (after vehicle diagnosis)	Refer to AIR
Or:		
65 12 574	Replacing amplifier (Harman Kardon) (after vehicle diagnosis) (FR allowance without programming/encoding, see the P/E Campaign or labor operation 61 00 730)	Refer to AIR
Or:		
65 12 621	Replacing booster (after vehicle diagnosis)	Refer to AIR
Or:		
65 99 000	Work time to replace the amplifier/booster (after vehicle diagnosis) (Only if no corresponding labor operation is available in AIR)	6 FRU

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

Work time labor operation codes 61 00 006, 00 58 000 and 65 99 000 are not considered Main labor operations.

\*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, unless otherwise required by State law.

### **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 IRAP recovery procedure (when applicable as required)/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 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).

### **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections.
Parts inquiries	Submit an IDS ticket to the Parts Department