



SIB 65 03 21

NAVIGATOR VI TOUCHSCREEN MALFUNCTION

2021-05-06

This Service Information Bulletin replaces SI 65 03 21 dated April 2021.

65533222-01

MODEL

Model Description
Motorcycles Equipped with Navigator VI

SITUATION

Touchscreen does not react to operation or switches independently between the displays due to a leak between 2 display layers.

PROCEDURE

Confirm customer complaint of malfunction with the touchscreen. If the problem cannot be duplicated by a technician, please ask that the customer provides a video of the malfunction so that unnecessary replacements can be avoided.

If the touchscreen problem is verified, replace the Navigator VI unit using the part number provided below.

If replacement devices are also found to be faulty again, please submit a TSARA case with video of the malfunction.

PARTS INFORMATION

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

Additional parts like gaskets, hardware and chemicals may be required for the complete repair.

Part Number

77 52 8 355 998	Navigator VI
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WARRANTY INFORMATION

Garmin products manufactured by Garmin International and marketed by BMW NA through BMW Motorrad USA authorized dealers are warranted by Garmin International, for defects in material and workmanship. Please refer to the warranty information provided with these products for further details.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Contact the BMW Technical Support Group via TSARA
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Motorrad Parts Department

Supporting Materials

[picture_as_pdf 65 03 21 Navigator VI Touchscreen Malfunction.pdf](#)

Service Information Bulletin

Audio, Navigation, Information Systems

May 6, 2021

65 03 21

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**BMW
MOTORRAD**

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