SIB 65 31 23   2023-10-27
MULTIPLE MODULES NOT RESPONDING IN ISTA

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F95	X5 M Sports Activity Vehicle	March 2023 to August 2023	
F96	X6 M Sports Activity Coupe	March 2023 to August 2023	
G05	X5 Sports Activity Vehicle	March 2023 to August 2023	
G06	X6 Sports Activity Coupe	March 2023 to August 2023	
G07	X7 Sports Activity Vehicle	March 2023 to August 2023	With HU-H5
G70	7 Series Sedan	July 2022 to August 2023	
i20	iX Sports Activity Vehicle	March 2023 to August 2023	

SITUATION

A vehicle may arrive at your center with various faults and check control messages.

During diagnosis with ISTA, these modules do not respond:
- Receiver Audio Module (RAM)
- Instrument Cluster Module (KOMBI)
- Telematics Module (TCB4)
- Headunit 5 (HU-H5)

CAUSE

Unfavorable software in the Headunit 5 (HU-H5).

CORRECTION

Program the HU-H5.

PROCEDURE

To re-establish communication with the listed modules, first perform a battery reset in the vehicle for 30 min.

If all the modules do not begin to respond after the battery reset, continue with normal diagnosis as there may be other issues unrelated to this Service Information Bulletin.

Next, determine what is the vehicle's current I-level by either using AIR or the AWP (Aftersales Workplace) applications.

- If the vehicle I-Level is below …23-07-527, then program the vehicle to I-level …23-07-527 or higher using ISTA 4.42.2 (released July, 2023) or higher
- If the I-Level is …23-07-527 or higher, continue with normal diagnosis

- Connect the battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine measures plan
- Accept and fully work through the measures plan with the control units to be programmed/encoded and enabled
- Follow the rework list
- **Depending on the rework list, carry out a vehicle test and delete the fault memory if needed**

After the programming has been fully completed, check functionality of the system.

Note: ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

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

For information on programming and coding with ISTA, refer to Dealer Universal Portal / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

CLAIM INFORMATION

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

Defect Code:	6512580200	Head Unit High HU-H (Nav Professional) Software error / internal device fault

Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006**	Carrying out vehicle test **(Main work)**	As applicable
Or:		
00 00 556**	Carrying out vehicle test **(Plus work)**	As applicable
And:		
61 21 528**	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as needed:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
61 20 900	Disconnecting and connecting battery ground lead	As applicable

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

Vehicle Programming and Encoding when Applicable

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 before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

This type of technical campaign includes flat rate labor operation codes 00 00 006 or 00 00 556 and 61 21 528, these items also cannot be claimed more than once.

Only when the above does not apply, the BMW software solution with the labor operation codes above that applies 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.

Labor Operation	Description	Labor Allowance
61 00 730	Program/encode control unit(s), includes deleting the fault memory	As applicable

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the "Search" button. Next, click on the "Flat

Rate Units" button and enter the flat rate labor operation code in the field to the right, click "Search" to display the Flat Rate Unit Group detail choices.

Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin with the labor operations that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Repair Code and labor operation codes (including the diagnosis*) that applies.

*Based on which one applies to your center, please refer to **SI B01 01 20 or B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

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