



SIB 65 35 23

2023-11-21

BLUETOOTH MALFUNCTIONS AND DISCONNECTIONS – HU-H5

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date	Affected Option Code
G05	X5 Sports Activity Vehicle	From April 2023	With HU-H5
G06	X6 Sports Activity Coupe	From April 2023	
G07	X7 Sports Activity Vehicle	From April 2023	
G09	XM Sports Activity Vehicle	From August 2023	
G70	7 Series Sedan	From July 2022	
i20	iX Sports Activity Vehicle	From March 2023	

SITUATION

Customers may be experiencing one or more of these following issues with Bluetooth operation:

- Bluetooth cannot be switched on or off in the head unit (HU-H5)
- Paired mobile devices cannot be deleted
- Customer is unable to make phone calls or stream music with mobile device
- Customer is unable to connect a new mobile device via Bluetooth
- Mobile device does not automatically reconnect via Bluetooth in the next drive cycle (after short sleep cycle)

CAUSE

Unfavorable software in the head unit (HU-H5).

CORRECTION

Program the head unit (HU-H5).

PROCEDURE

Determine the vehicle's current I-level by either using AIR or the AWP (Aftersales Workplace) applications.

If the I-Level is currently at ...23-11-520 or a more recent version:

- Do not program the vehicle
- Continue with standard diagnosis

If the I-level is lower than ...23-11-520:

First perform a manual head unit reset by pressing the volume control knob continuously for 30 seconds. A successful reset is indicated by the Central Information Display (CID) turns blank, and the display resets.

Then program the vehicle to I-level S18A/I020/U006-23-11-520 or higher using ISTA 4.44.2x (released November, 2023) or higher.

- Connect a BMW-approved battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine the 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.

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Note: 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 Dealer Universal Portal / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

CLAIM INFORMATION

Vehicle Programming and Encoding

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 (Includes labor operation codes 00 00 006/556, 61 21 528 and 61 00 730).

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.

Only when the above 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.

Repair Code:	6512580200	Head Unit High HU-H (Nav Professional) Software error / internal device fault
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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 necessary:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And		
61 00 730	Programming/encoding control unit(s)	As applicable

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, or exclude them (including 61 21 528) when the Vehicle Test is included in another repair.

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

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.

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Vehicle 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 together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

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 listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), 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.

Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics and related test plans, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

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

