



SIB 77 03 24
SERVICE SOLUTION: Nav 6 touchscreen issue

2024-06-11

MODEL

Garmin BMW Navigator 6

SITUATION

The touchscreen does not react to operation and or switches independently between displays.

Caused by a leak between the screen layers.

PROCEDURE

If the customer complains about a malfunction of the touchscreen, the authorized BMW Motorrad Retailer must confirm the malfunction. If the authorized BMW Motorrad Retailer cannot determine the malfunction, video evidence must be requested from the customer. This is to avoid an unjustified exchange.

In case of touchscreen problems, the basic unit must be replaced.

The new part number with improved touchscreen is: 5A9A9E1 Navigator VI

If devices with a new part number (improved touchscreen) receives complaints with this fault pattern, a TSARA case with video evidence must be reported to BMW Motorrad.

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 77 03 24 SeSo - Nav 6 Touchscreen Issues.pdf](#)

