SIB 65 11 25   2025-06-11
NAVIGATION FAILS TO START – HU-H4

☒	THIS REPAIR IS MOBILE FRIENDLY

MODEL

G07 (X7 Sports Activity Vehicle)	G09 (XM Sports Activity Vehicle)	G20 (3 Series Sedan)	G22 (4 Series Coupe)
G23 (4 Series Convertible)	G26 (4 Series Gran Coupe)	G42 (2 Series Coupe)	G80 (M3 Sedan)
G82 (M4 Coupe)	G83 (M4 Convertible)	G87 (M2 Coupe)	I20 (iX Sports Activity Vehicle)
U11 (X1 Sports Activity Vehicle)			

With Head Unit 4 (HU-H4)

SITUATION

When navigation is selected, only the start animation with the text "Starting navigation system..." is displayed. The Navigation application does not start. This only applies to vehicles where Navigation has been enabled and has been verified to work previously.

CAUSE

Issue with the Navigation application software.

CORRECTION

Factory reset of the Head Unit 4 (HU-H4).

PROCEDURE

Certain navigation databases in the head unit may, over the course of 1 to 2 years, store a level of data that may interfere with the navigation start-up function.

To address this concern, this data should be cleared from the databases in the HU-H4 head unit.

For applicable vehicles, a factory reset will need to be performed to clear this data, this is done one of two ways:

1. The primary procedure is to perform a factory reset of the HU-H4 in the vehicle via the following path:

   a. System Settings app
   b. Reset Vehicle Data

Or, if the vehicle is the workshop and it is already connected to ISTA:

2. Perform a factory reset of the HU-H4 using ISTA test plan ABL-DIT-AS6510_HURESET - "Head Unit Reset"

After the factory reset, the customer will need to map their BMW ID to the vehicle again, as well as pair all mobile devices again. Make sure you communicate this information to the customer before returning the vehicle.

If the problem persists after the factory reset, then the navigation issue has a different cause. Continue with standard diagnosis.

CLAIM INFORMATION

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

Repair Code:	6512580200	Headunit High HU-H Software error / internal device fault

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

Labor Operation	Description	Labor Allowance
61 00 006*	Performing vehicle diagnosis – test module (Work time) (See below)	2 FRU
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU

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

(*) 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 after the Reset Procedure

If other eligible and covered work is performed because of performing the ISTA diagnostics, related test plans, and/or other approved diagnosis procedures, 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

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