



SIB 65 27 25

VARIOUS HEAD UNIT SOFTWARE ISSUES – HU-H4 TO HU-H6

2026-02-11

This Service Information Bulletin (Revision 3) replaces SI B65 27 25 **dated December 2025**.

What's New:

- Flat rate number corrected in the Claim Information section

☒	THIS REPAIR IS MOBILE FRIENDLY
☒	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

F74 (2 Series Gran Coupe)	F95 (X5 M Sports Activity Vehicle)	F96 (X6 M Sports Activity Coupe)	G05 (X5 Sports Activity Vehicle)
G06 (X6 Sports Activity Coupe)	G07 (X7 Sports Activity Vehicle)	G09 (BMW 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)
G45 (X3 Sports Activity Coupe)	G60 (5 Series Sedan)	G70 (7 Series Sedan)	G80 (M3 Sedan)
G82 (M4 Coupe)	G83 (M4 Convertible)	G87 (M2 Coupe)	G90 (M5 Sedan)
G99 (M5 Touring)	i20 (iX Sports Activity Vehicle)	U10 (X2 Sports Activity Coupe)	U11 (X1 Sports Activity Vehicle)

With Head Unit 4 (HU-H4), Head Unit 5 (HU-H5), and Head Unit 6 (HU-H6)

SITUATION

The vehicle may experience various operational issues with the infotainment system such as:

- Resets of the head unit
- Delayed start-up of the head unit (longer than 30 seconds)
- Failed start-up of the head unit
- Sporadic or permanent problems with navigation
- Sporadic or permanent Bluetooth connection problems
- Sporadic or permanent audio problems
- Sporadic or permanent speech / IPA (international phonetic alphabet) problems
- Missing displays, radio stations, camera images or applications

CAUSE

Unfavorable software in the head unit.

CORRECTION

Program the complete vehicle.

PROCEDURE

Determine what the vehicle's current I-level is by either using AIR or the Key Reader/Aftersales Workplace (AWP) application to first confirm that the vehicle's software can be updated.

In the event of a currently present related customer concern, proceed with each step for resolution as follows:

- Allow the vehicle to enter a full sleep cycle. If necessary, this measure can also be carried out by the customer before arriving at the dealership.
- Restart the head unit via a long press of more than 70 seconds on the volume control button (head unit reset). In the event of a fault and **ONLY** when stationary, this can also be carried out by the customer before arriving at the dealership.
- Perform a 12 V battery reset (disconnect the vehicle battery)

If the previous steps resolved the issue OR the issue is sporadic and not currently occurring:

- If any relevant faults are stored, carry out a diagnosis with ISTA and work through the corresponding test module if available
- Perform any available Remote Software Upgrade currently downloaded to the vehicle. Reference **SI B09 01 25** for more information.
- If there is not a current RSU available in the vehicle, program the vehicle with the current ISTA version

Program the vehicle using the most current version of ISTA.

- 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.

As long as there is a software level available via Remote Software Upgrade or ISTA that is higher than the I-level in the vehicle, programming should be performed. No I-level is specified in this bulletin because each newer version of software will incorporate additional software changes. Any vehicle experiencing the listed head unit failures should be updated to the latest software version possible, even if previously updated.

Note: This bulletin allows for the programming of any applicable vehicle, as long as the software I-level is being updated. Programming a vehicle to the same installed I-level does not provide a fix and will not be covered.

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

Note: In most cases, parts replacement does not provide a remedy and is therefore not permitted before programming has been performed

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 instead to perform and submit for updating the vehicle to the required I-level, or higher when applicable (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 remaining 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	Headunit High HU-H 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 (Plusposition)	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 FRU
Or		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And		
61 20 900	Disconnecting and connecting battery ground lead	As applicable
When applicable		
61 20 910	Additional work: Disconnecting and connecting negative battery cable 12-V lithium-ion auxiliary battery (Associated work, only when equipped, refer to AIR > Parts > MG 61 for the VIN being repaired)	As applicable

And with:

No Open Programming and Encoding Technical Campaigns (Including RSU)

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 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.

(*) 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, 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.

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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 the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

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

