

**SERVICE ACTION: REPLACE HEADUNIT HIGH**

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	April 25, 2022 to May 18, 2022
G07	X7 Sports Activity Vehicle	May 5, 2022

AFFECTED VEHICLES

Vehicles which require this Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

SITUATION

The incorrect Bluetooth module was installed in the headunit. Bluetooth functionality cannot be guaranteed, and mobile phones may possibly not be paired via Bluetooth.

CAUSE

Incorrect Bluetooth module in the headunit.

CORRECTION

Replace the headunit (MGU).

PROCEDURE

1. Replace the head unit as described in repair instructions 65 12 816 Replacing the Headunit High.
2. Program the vehicle using the latest ISTA 4.35.4x or higher (released middle of June 2022).
 - Note that 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 DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
65 12 5A69496	Head Unit High 3	1

CLAIM INFORMATION

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.

When the above applies, submit for Work Package # 2 to replace the MGU control unit, then select one of the 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.

As determined by the above, reimbursement for this Service Action will be via normal claim entry utilizing the work package information below that applies.

Defect Code:	0065530300	---
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 72 810	Replace the MGU control with programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	21 FRU (G07); 22 FRU (G05-40i); 23 FRU (G05-45e)
Or:			
# 2	00 72 811	Replace the MGU control unit (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during the same workshop visit)	13 FRU (G07); 14 FRU (G05-40i); 15 FRU (G05-45e)

Or:

The vehicle arrives at your center and this Service Action shows open (No other Main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 72 231	Replace the MGU control with programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	23 FRU (G07); 24 FRU (G05-40i); 25 FRU (G05-45e)

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B WP 1), unless otherwise required by State law.

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

Programming and Encoding - Vehicle Control Units (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 Defect Code in this bulletin with the labor operations in AIR 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 Defect Code and labor operations (including diagnosis) in AIR that apply.

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 topics 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