



MODEL

I12 (i8)

SITUATION

No bass from the subwoofer. All other speakers work properly.

Fault code B7F4A8 "Bass speaker, front left: Malfunction" is set. Even though this fault code is for a 'left side' subwoofer the i8 only utilizes one centrally located subwoofer instead of a pair as found in some other vehicles.

CAUSE

The root cause of this problem is under investigation.

CORRECTION

Follow test plan and perform checks as outlined in the procedure.

Submit a Puma case with your testing results for further support.

PROCEDURE

Verify customer complaint.

Follow Test Plan 'Check of audio playback and audio amplifier' ABL-DIT-AT6512_SYSAMP

Only if all other audio functions work properly and only the subwoofer does not function then do the following:

- On vehicles produced up to 12/2016 please check the harness routing near the amplifier. The harness may chafe on the subwoofer mounting bracket. There was an assembly change from 12/2016 that added additional insulation on the sides of this bracket to prevent chafing.
- With vehicle off and battery disconnected, unplug B63*1B connector and check the harness between the subwoofer and the amplifier for shorts to ground. Wiggle test the harness while checking for shorts. Check for any corrosion within the connectors, at the amplifier, and at the subwoofer. The subwoofer should measure approximately 1-8 ohms resistance.
- If no problem is identified with the wiring/connections then reconnect connector B63*1B. Reconnect battery. Turn on audio system, is the subwoofer now functional? If yes then proceed to next step.
- Please submit a Puma case to the hotline with details of your testing and pictures of any damage found for further support.

WARRANTY INFORMATION

This service information bulletin provides technical, diagnostic and/or repair-related information.

Eligible and Covered Work/Repairs

Under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, if an eligible claim to repair verified defect in materials or workmanship results from performing the PuMA repair recommendations, claim this work with the applicable defect codes and labor operations, including diagnosis, that are listed in KSD2.