

**DELIVERY STOP: RECEIVER AUDIO MODULE (RAM)**

This Service Information Bulletin (Revision 4) replaces SI B65 12 21 **dated October 2021**.

What's New (Specific text highlighted):

- RAM core part and credit process statement added

MODEL

E-Series	Model Description	Production Date
G20	3 Series Sedan	May 11, 2021 – August 23, 2021
G29	Z4 Roadster	August 24, 2021 – September 14, 2021
G30	5 Series Sedan	August 24, 2021 – September 30, 2021
G80	M3 Sedan	July 14, 2021 – July 15, 2021

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

BMW AG has issued a Delivery Stop (effective June 9, 2021) on certain Model Year 2021 BMW vehicles that were produced between May 7, 2021 and May 21, 2021.

The Receiver Audio Module (RAM) will need to be added to the affected vehicles. Most of the vehicles are at the VDCs and will be repaired before delivering the vehicle to the dealer.

We currently do not have parts. Please monitor the weekly Parts Matrix for updates.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

CAUSE

Vehicles produced with missing Receiver Audio Module (RAM) module due to a supplier parts shortage.

CORRECTION

Install the Receiver Audio Module (RAM) module.

PROCEDURE

1. Install the Receiver Audio Module (RAM) module following Rep 65 12 902. After installation, the RAM will need to be encoded/programmed.
2. Perform test plan for "Microphone calibration audio amplifier", found under "Vehicle management" ® "Service functions" ® "Body" ® "Audio amplifier" ® "ABL Microphone calibration audio amplifier".
3. Set the media in the head unit to satellite radio and select a station if possible.
4. Request a new signal with the vehicle Radio ID from the SiriusXM website, https://care.siriusxm.com/retailrefresh_view.action#/refreshradio
 - The Radio ID can be found in the Satellite radio menu, select "option" using the controller, then scroll down and select "Subscribe" and then the Radio ID will be displayed.
5. Wait at least 10 minutes for the signal to reach the vehicle. Note that there will be no display change in the head unit during this time.
6. Switch the ignition off and lock the vehicle. Allow the vehicle to sleep for at least 16 minutes.
7. Check to make sure the satellite radio stations are now displayed, and audio is present.

PARTS INFORMATION

Only use and invoice the part number below that applies to the vehicle being repaired.

Part Number	Description	Description	Quantity
65 12 5A4CE65 Must be used as of build date 7/2021 and I-level 21-07-520 or higher (previously 65 12 5A47592)	Receiver Audio Module (RAM); SDARS MID per option code SA676- HiFi sound system	Receiver Audio Module (RAM); SDARS HiFi	1
65 12 5A4CE58 Must be used as of build date 7/2021 and I-level 21-07-520 or higher (previously 65 12 5A47587)	Receiver Audio Module (RAM); SDARS HIGH per option code SA676- HiFi sound system		
65 12 5A4CE58 Must be used as of build date 7/2021 and I-level 21-07-520 or higher (previously 65 12 5A47587)	Receiver Audio Module (RAM); SDARS HIGH per option code SA688- Harman Kardon sound system	Receiver Audio Module (RAM); SDARS Harman Kardon	1
EPC shows 65 12 5A4CE56 Must be used as of build date 7/2021 and I-level 21-07-520 or higher; if unavailable can substitute SDARS HIGH 65 12 5A47587 on older vehicles	Receiver Audio Module (RAM); SDARS ECO HIGH per option code SA688- Harman Kardon sound system	Receiver Audio Module (RAM); SDARS Harman Kardon	1

Retrofit RAM Repairs - Core Credit Payments

Since this is an installation/retrofit repair, there is no RAM part to return upon claim payment. A Parts Tag will generate for RAMs purchased with a Core Charge.

The Core Credit payment will be issued with the claim payment. The RAM Parts Tags will be removed from your Part Return Pending Report on a monthly basis.

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.

Select one of these 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 Action will be via normal claim entry utilizing the work package information below and part number above that applies.

Defect Code:	0065480300	G20 Retrofitting receiver audio module (RAM)
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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 70 939	Retrofitting RAM, programming and encoding the vehicle control units, functional testing of all loudspeakers and warning signals	Refer to AIR
Or:			
# 2	00 70 940	Retrofitting RAM and functional testing of all loudspeakers and warning signals. (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during same workshop visit)	Refer to AIR

Or:

The vehicle arrives at your center and this 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 70 388	Retrofitting RAM, programming and encoding the vehicle control units, functional testing of all loudspeakers and warning signals	Refer to AIR

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: B65 12 21 WP 1), unless otherwise required by State law.

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.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department