

**MODEL**

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	From July 1, 2018 thru August 30, 2019
G07	X7 Sports Activity Vehicle	
G12	7 Series Sedan	
G15	8 Series Coupe	From October, 2018 thru August 30, 2019
G14	8 Series Convertible	From November, 2018 thru August 30, 2019
G20	3 Series Sedan	
G29	Z4 Roadster	

**SITUATION**

If the ignition is briefly switched off and without the vehicle entering sleep mode-

- The MGU (Media Graphics Unit) head unit does not start
- The CID display remains black
- No navigation display or audio channels appear in the Instrument Cluster

After an ignition terminal change, during which the vehicle enters sleep mode, all components resume proper functionality.

**CAUSE**

Software error in the Head Unit High (HU-H3) MGU (Media Graphics Unit).

**CORRECTION**

- For vehicles at an Integration level lower than S18A-19-07-547: Program the vehicle with ISTA 4.19.x (released early September 2019) or a more recent version
- For vehicles at I-Level higher than S18A-19-07-547, submit a TSARA TeileClearing (TC) case for support

**PROCEDURE**

Connect to ISTA and read out I-level of the vehicle.

- For vehicles at I-Level lower than S18A-19-07-547: Program the vehicle with ISTA 4.19.x or a more recent version
- For vehicles at I-Level higher than S18A-19-07-547, submit a TSARA TeileClearing (TC) case for support

**Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)).**

**PARTS INFORMATION**

A part exchange does not provide a solution in this case and is therefore not permitted unless approved by TC.

**WARRANTY INFORMATION**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code:	6512580200	Head Unit High HU-H (Nav Professional) software error / internal device fault
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

And, additionally for the:

### e-Vehicles

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

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

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

#### **Programming and Encoding - Vehicle Control Units**

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur during this programming procedure:

Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For control module failures that occurred prior to performing this programming procedure:

When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.

#### **Other Repairs**

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis with separate punch times).