



HEAD UNIT RESETS (HU-H HU-H2 HU-H3)

This Service Information Bulletin (Revision 1) replaces TRI B65 18 21 dated **September 2021**.

This bulletin is information only, no claim information intended.

What's New (Specific text highlighted):

- This Service Bulletin B65 18 21 replaces TRI B65 18 21. There is no content change.

MODEL

F01 (7 Series Sedan)	F02 (7 Series Sedan LWB)	F02H (ActiveHybrid 7)	F06 (6 Series Gran Coupe)
F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F10H (ActiveHybrid 5)	F12 (6 Series Convertible)
F13 (6 Series Coupe)	F15 (X5 Sports Activity Vehicle (SAV))	F16 (X6 Sports Activity Coupe (SAC))	F22 (2 Series Coupe)
F23 (2 Series Sedan)	F25 (X3 SAV)	F26 (X4 SAC)	F30 (3 Series Sedan)
F30H (ActiveHybrid 3)	F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)	F33 (4 Series Convertible)
F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)	F44 (2 Series Gran Coupe)	F80 (M3 Sedan)
F82 (M4 Coupe)	F83 (M4 Convertible)	F85 (X5 M SAV)	F86 (X6 M SAC)
F87 (M2 Coupe, M2 Competition Coupe)	F90 (M5 Sedan)	F92 (M8 Coupe)	F93 (M8 Gran Coupe)
F95 (X5 M SAV)	F96 (X6 M SAC)	F97 (X3 M SAV)	F98 (X4 M SAC)
G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)	G06 (X6 SAC)
G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)
G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G22 (4 Series Coupe)	G23 (4 Series Convertible)
G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)	G80 (M3 Sedan)
G82 (M4 Coupe)	I01 (i3)	I12 (i8 Coupe)	I15 (i8 Roadster)

Vehicles equipped with option code:

609 Navigation System Professional **Or** 6U2 BMW Live Cockpit Plus **Or** 6U3 BMW Live Cockpit Professional

INFORMATION

Head unit resets can occur for a multitude of reasons, due to the high complexity of the system and possible faults causes outside the vehicle. All systems must be taken into account in addition to the usual vehicle-based diagnosis.

To remedy a fault in the system, the head unit restarts itself in an attempt to restore proper functionality. Due to continuous improvements in head unit software and phone software, there might be new resets introduced with new software. In these cases, the vehicle may need to be programmed multiple times in its life span. Follow proper warranty protocol if vehicle exhibits multiple head unit resets in its life.

In these cases, the customer may experience the following:

- Active radio or music source is interrupted
- The navigation is no longer available
- A black screen is shown in the Central Information Display (CID)
- The system works again after a short interruption

Head units can be identified by option code or the vehicle control module tree:

Head Unit	Abbreviation	Name	Option Code
HU-H	Head unit high	NBT Next Big Thing	606
HU-H2	Head unit high generation 2	NBT Evo Next Big Thing Evo	609
HU-H3	Head unit high gen. 3	MGU Media Graphics Unit	6U2 or 6U3

The following SIBs are known causes for head unit resets:

Head Unit	SIB	Fault	Correction
HU-H	B65 09 15 : NBT Head Unit High (HU-H) Resets Intermittently or Permanently	DTC E1C440	Program the vehicle
HU-H2	B84 02 18 : HEAD UNIT HIGH RESETS WITH CONNECTION OF IPHONE 8, IPHONE8+ OR IPHONE X	While using iPhone 8, iPhone 8+ or iPhone X to the vehicle	Update Apple IOS
	B84 08 18 : HEAD UNIT HIGH 2 RESET WHILE BLUETOOTH IS CONNECTED	YouTube video played while phone call is received	Program the vehicle
HU-H3	B65 09 19 : HU-H3 MGU HEAD UNIT RESETS WITH FAULT CODE B7F8F9 RESET WATCHDOG	DTC B7F8F9	Program the vehicle
	B65 07 21 : HU-H3 MGU RESETS DUE TO BLUETOOTH CONNECTION WITH SAMSUNG ANDROID 11	Samsung phones with Android 11 while using various apps (YouTube, Spotify, etc.) on the connected mobile phone	Program the vehicle
	B65 15 20 : HEAD UNIT RESETS WHEN NAVIGATION IS USED IN CERTAIN LOCATIONS	Using navigation when 3D building function is used	Program the vehicle

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department