



This Service Information bulletin supersedes SI B65 13 10 **dated November 2010**.

**NEW** designates changes to this revision

#### **SUBJECT**

**RAD2+: Distorted Audio Output in All Modes**

#### **MODEL**

E82

E88

E89

E90

E91

E92

E93

**NEW** Produced from 9/2009 to 6/2010 with option 663 (Radio Professional)

With or without:

Option 676 (Hi-Fi Loudspeaker System)

Option 677 (Professional Hi-Fi System)

Option 688 (Harman-Kardon Surround Sound)

Option 752 (Individual Audio System)

#### **SITUATION**

In all audio modes (radio, CD, AUX-In, etc.), the audio output is distorted. It is more noticeable with high bass and high audio volume settings.

There may also be an intermittent interference noise coming from the loudspeakers at low audio volume or when the radio is turned off.

#### **CAUSE**

Audio settings in the RAD2+ (radio professional)

#### **CORRECTION**

1. Perform a vehicle test using the latest ISTA (Integrated Service Technical Application) diagnostic software.

2. Diagnose any relevant faults that are stored by completing the test plans.
3. **NEW** Check the current I-level of the vehicle. This can be obtained from the Key Reader printout or the Identification tab in ISTA after the vehicle data is read out.
  - If it is not I-level E8x-10-06-501 or later, proceed with PROCEDURE 1.
  - Otherwise, follow PROCEDURE 2.

#### **NEW** PROCEDURE 1

Reprogram the vehicle with the most recent ISTA/P version.

**Note:** When the ISTA system message displays:

Battery voltage only “XX.XX” V. Please connect charger.

Please note the displayed battery voltage reading in the repair order comments section.

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software.

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

#### **NEW** PROCEDURE 2

Perform and complete the test plan(s) relevant for radio fault patterns.

- Follow the test plan recommendations.
- In case a DIAGCODE is given by the system, it must be submitted as part of the warranty claim.

#### **NEW** WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty.

|                           |                         |  |
|---------------------------|-------------------------|--|
| <b>Defect Code:</b>       | <b>65 12 69 02 00</b>   | Radio Professional,<br>Software error/internal device fault                  |
| <b>Labor Operation:</b>   | <b>Labor Allowance:</b> | <b>Description:</b>  |
| 00 00 006                 | Refer to KSD2           | Performing vehicle test<br>(with vehicle diagnosis system)                   |
| and if necessary,<br>also |                         |  |
| 61 21 528                 | Refer to KSD2           | Charging battery   |
| and                       |                         |  |
| 61 00 710                 | Refer to KSD2           | <b>Only if necessary!</b> Programming/encoding control unit(s) (without CAS) |
| or                        |                         |  |

61 00 720

Refer to KSD2

**Only if necessary!** Programming/encoding control unit(s) (with CAS)

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

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

If a control module fails to program correctly or initializations are required, the additional work must be claimed with separate labor operations under the defect code listed above; refer to KSD2.

### **Other Repairs**

As outlined in the Correction section, if performing the ISTA diagnostics and related test plans results with **other** eligible and covered work, claim this work with the applicable defect code and labor operations listed in KSD2.

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