



This Service Information bulletin supersedes S.I. 65 12 06 **dated December 2006**.

NEW designates changes to this revision

SUBJECT

Popping/Crackling Noise from Audio System

MODEL

E60, E61 (5 Series) from 7/03 to 2/06 production

E63, E64 (6 Series) from 11/03 to 2/06 production

E65, E66 (7 Series) from **NEW** 1/03 to 3/06 production

E90, E91 (3 Series) from 3/05 to 2/06 production with Premium Package (ZPP) or BMW Assist™ (SA 639)

SITUATION

The customer may complain there is a popping/crackling noise coming from the audio sound system. The complaint may have started occurring after the vehicle software was updated. This noise can happen with or without telephone usage.

CAUSE

The Non-Volatile Memory (NVM) within the Network Access Device (NAD) may have been corrupted.

PROCEDURE:

1. Duplicate customer complaint.
2. Perform a short test on the complete vehicle using the DIS or GT1.
3. Check the vehicle history report on DSCnet to see if the vehicle is covered by service bulletin [B84 23 06](#) (defect code 00 84 31 01 00). If applicable per DCSnet, complete this work prior to continuing diagnosis.
4. Check the integrity of the NAD by using the procedure outline in [SI B84 25 06](#) as repair as outline in the bulletin.
5. Check the audio system to make sure the popping/cracking noise has been eliminated before returning the vehicle to the customer.

WARRANTY INFORMATION

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

Defect Code **84 11 92 02 00**

Select one of the following labor operations:

Labor Operation: 00 56 194	Check the NAD (Vehicle at the latest integration level)
----------------------------	---

Check value "0" from step 10 in SI B84 25 06

Labor Allowance: All vehicles 7 FRU

Labor Operation: 00 56 195
 Check NAD, flash recover the NAD via the MOXA and perform a complete vehicle encoding (Vehicle at the latest integration level)

Check value "1" from step 10 in SI B84 25 06

Labor Allowance: E60 19 FRU

E61 18 FRU

E63, E64 22 FRU

E65, E66 20 FRU

E90 18 FRU

E91 20 FRU

Labor Operation: 00 56 196
 Check NAD, replace the TCU and perform a complete vehicle encoding (Vehicle at the latest integration level)

Check value "2, 3 or 4" from step 10 in SI B84 25 06

Labor Allowance: E60 except M5 16 FRU

E60 M5 15 FRU

E61 14 FRU

E63, E64 19 FRU

E65, E66 16 FRU

E90 13 FRU

	E91	14 FRU	
Labor Operation:	00 56 197		Check NAD, flash recover the NAD via the MOXA (TCU failed to program correctly), replace TCU (Vehicle at the latest integration level), program and code the complete vehicle because the TCU was replaced. Check value "1" from step 10 in SI B84 25 06
Labor Allowance:	E60	20 FRU	
	E61	19 FRU	
	E63, E64	23 FRU	
	E65, E66)	21 FRU	
	E90	18 FRU	
	E91	20 FRU	
Labor Operation:	00 56 198		Check NAD, program and code the complete vehicle Check value "0" from step 10 in SI B84 25 06
Labor Allowance:	All vehicles	16 FRU	
Labor Operation:	00 56 199		Check NAD, program and code the complete vehicle (Including programming of the CAS) Check value "0" from step 10 in SI B84 25 06
Labor Allowance:	All vehicles	17 FRU	
Labor Operation:	00 56 200		Check NAD, program and code the complete vehicle (Including programming of the NAV) Check value "0" from step 10 in SI B84 25 06
Labor Allowance:	E65, E66	19 FRU	

Labor Operation: 00 56 201 Check NAD, program and code the complete vehicle (Including programming of the CAS and the NAV)
Check value "0" from step 10 in SI B84 25 06

Labor Allowance: E65, E66 20
FRU

Labor Operation: 00 56 202 Check NAD, flash recover the NAD via the MOXA, program and code the complete vehicle
Check value "1" from step 10 in SI B84 25 06

Labor Allowance: E60 except M5 25
FRU

E60 M5 24
FRU

E61 24
FRU

E63, E64 28
FRU

E65, E66 26
FRU

E90 24
FRU

E91 26
FRU

Labor Operation: 00 56 203 Check NAD, flash recover the NAD via the MOXA, program and code the complete vehicle
(Including programming of the CAS)
Check value "1" from step 10 in SI B84 25 06

Labor Allowance: E60) 26
FRU

E61 25
FRU

E63, E64 29
FRU

E65, E66 27

FRU

E90 25
FRUE91 27
FRU

Labor Operation: 00 56 204 Check NAD, flash recover the NAD via the MOXA, program and code the complete vehicle
(Including programming of the NAV)
Check value "1" from step 10 in SI B84 25 06

Labor Allowance: E65, E66 29
FRU

Labor Operation: 00 56 205 Check NAD, flash recover the NAD via the MOXA, program and code the complete vehicle
(Including programming of the CAS and the NAV)
Check value "1" from step 10 in SI B84 25 06

Labor Allowance: E65, E66 30 FRU

Labor Operation: 00 56 206 Check NAD, replace the TCU, program and code the complete vehicle
Check value "2, 3 or 4" from step 10 in SI B84 25 06

Labor Allowance: E60 21 FRU

E61 20 FRU

E63, E64 24 FRU

E65, E66 22 FRU

E90 19 FRU

E91 19 FRU

Labor Operation: 00 56 207 Check NAD, replace the TCU, program and code the complete vehicle (Including programming of the CAS)
Check value "2, 3 or 4" from step 10 in SI B84 25 06

Labor Allowance: E60 23 FRU
 E61 21 FRU
 E63, E64 25 FRU
 E65, E66 23 FRU
 E90 20 FRU
 E91 21 FRU

Labor Operation: 00 56 208 Check NAD, replace the TCU, program and code the complete vehicle (Including programming of the NAV)
 Check value "2, 3 or 4" from step 10 in SI B84 25 06

Labor Allowance: E65, E66 25 FRU

Labor Operation: 00 56 209 Check NAD, replace the TCU, program and code the complete vehicle (Including programming of the CAS and the NAV)
 Check value "2, 3 or 4" from step 10 in SI B84 25 06

Labor Allowance: E65, E66 26 FRU

Labor Operation: 00 56 210 Check NAD, flash recover the NAD via the MOXA (**TCU failed to program correctly**), replace the TCU, program and code the complete vehicle
 Check value "1" from step 10 in SI B84 25 06 &
 Check value "1, 2, 3, 4" from step 28 in SI B84 25 06

Labor Allowance: E60 except M5 26 FRU
 E60 M5 25 FRU
 E61 25 FRU
 29

E63, E64	FRU
E65, E66	27 FRU
E90	24 FRU
E91	26 FRU

Labor Operation: 00 56 211

Check NAD, flash recover the NAD via the MOXA (**TCU failed to program correctly**), replace the TCU, program and code the complete vehicle (Including programming of the CAS) Check value "1" from step 10 in from step 28 in SI B84 25 06 & Check value "1, 2, 3, 4"SI B84 25 06

Labor Allowance:

E60	27 FRU
E61	26 FRU
E63, E64	30 FRU
E65, E66	28 FRU
E90	25 FRU
E91	27 FRU

Labor Operation: 00 56 212

Check NAD, flash recover the NAD via the MOXA (**TCU failed to program correctly**), replace the TCU, program and code the complete vehicle (Including programming of the NAV) Check value "1" from step 10 in from step 28 in SI B84 25 06 & Check value "1, 2, 3, 4"SI B84 25 06

Labor Allowance:	E65, E66	30 FRU	
Labor Operation:	00 56 213		Check NAD, flash recover the NAD via the MOXA (TCU failed to program correctly), replace the TCU, program and code the complete vehicle (Including programming of the CAS and the NAV) Check value "1" from step 10 in from step 28 in SI B84 25 06 & Check value "1, 2, 3, 4"SI B84 25 06
Labor Allowance:	E65, E66	31 FRU	
Labor Operation:	84 99 000		For centers outside of the Verizon Wireless Network
Labor Allowance:		2 FRU	
Labor Operation:	+00 57 501		Check the NAD, Deactivate Telematics and encoding of control unit (+Associated Work)
Labor Allowance:	E60,E61	9 FRU	
	E63,E64, E65,E66,E90,E91	8 FRU	
Labor Operation:	+00 57 502		Check the NAD, Deactivate Telematics, programming control unit(s) and performing complete coding (not including CAS) (+Associated Work)
Labor Allowance:	E60,E61, E63,E64, E65,E66,E90,E91	14 FRU	
Labor Operation:	+00 57 503		Check the NAD, Deactivate Telematics,

			programming control unit(s) and performing
			complete coding (with CAS)
			(+Associated Work)
Labor Allowance:	E60,E61, E63,E64,E65,E66, E90,E91	15 FRU	
Labor Operation:	+00 57 504		Check the NAD, Deactivate Telematics,
			programming control unit(s) and performing
			complete coding (with navigation system)
			(+Associated Work)
Labor Allowance:	E65/E66	16 FRU	
Labor Operation:	+00 57 505		Check the NAD, Deactivate Telematics,
			programming control unit(s) and performing
			complete coding (with CAS and navigation system)
			(+Associated Work)
Labor Allowance:	E65/E66	18 FRU	
Labor Operation:	00 57 001		Check the NAD, Deactivate Telematics and
			encoding of control unit
			(Main work)
Labor Allowance:	E60,E61, E63,E64,E65,E66, E90,E91	10 FRU	
Labor Operation:	00 57 002		Check the NAD, Deactivate Telematics,
			programming control unit(s) and performing
			complete coding (not including CAS)

			(Main work)
Labor Allowance:	E60,E61	16 FRU	
	E63,E64, E65,E66,E90,E91	15 FRU	
Labor Operation:	00 57 003		Check the NAD, Deactivate Telematics, programming control unit(s) and performing complete coding (with CAS)
			(Main work)
Labor Allowance:	E60,E61	17 FRU	
	E63,E64, E65,E66,E90,E91	16 FRU	
Labor Operation:	00 57 004		Check the NAD, Deactivate Telematics, programming control unit(s) and performing complete coding (with navigation system)
			(Main work)
Labor Allowance:	E65/E66	18 FRU	
Labor Operation:	00 57 005		Check the NAD, Deactivate Telematics, programming control unit(s) and performing complete coding (with CAS and navigation system)
Labor Allowance:	E65/E66	19 FRU	
			(Main work)

TCU shipping charges for BMW centers outside Verizon Wireless network

All shipping charges (both ways) are to be billed to the dealer's Fed-Ex account. On the warranty claim, submit the Fed-Ex shipping charges (double the amount provided to you by Technical Hotline to cover shipment both ways) in the sublet section (using sublet code 4).

Additional Programming Information

If the measures plan in Progman specifies that programming should be repeated and/or control units should be replaced proceed as follows:

- Print measure plan and final report.
- Refer to KSD for additional labor information.
- Additional costs associated with programming should be charged to the defect code listed in this bulletin.

[Copyright © 2007 BMW of North America, LLC]