



SUBJECT

CCC Loss of Audio and CID Blanks Out

MODEL

E90, E91, E92, E93 (3 Series) with CCC Navigation (SA 609)
E60, E61 (5 Series) with CCC Navigation (SA 609)
E63, E64 (6 Series)
E70 (X5) with CCC Navigation
Vehicles produced up to March 2007

SITUATION

The customer states that the audio cuts out in all modes and the CID (Central Information Display) blanks out.

One or more of the following fault codes are stored:

- CID FC A46D – Head unit reset
- MOST FC FFF3 – MOST System Analysis

CAUSE

CCC (Car Communication Computer) failure

PROCEDURE

1. Perform a short test on the vehicle.
2. Perform the test plan for the MOST system analysis fault (B6500_61154).
3. Continue in the test plan until the screen "The determined cause of the fault is as follows: "[1] (*****) CCC Car Communication Computer". If this result is not given, continue troubleshooting other faults stored in the vehicle.
4. The test plan advises to reprogram the CCC. Do not reprogram the CCC.
5. Replace the CCC only if the above-mentioned result is given.

PARTS INFORMATION

Part Number	Description	Quantity
65 83 9 133 777	CCC (E90, E91, E92, E93)	1
65 83 9 133 774	CCC (E60, E61, E63, E64)	1
Refer to EPC	CCC (E70)	1

WARRANTY INFORMATION

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

Defect Code **65 10 19 12 00**

Main Work*

Labor Operation: 65 10 009 Troubleshoot Radio

Labor Allowance: Refer to KSD

*Main Work: Use this labor operation number when this is the only repair being performed, or if this is the main repair when performed along with other repairs at the same

time. If this is not the main repair, refer to KSD for the associated (+) labor operation code.

Part replacement authorization is NOT required. Do NOT submit a TeileClearing PuMA case. A copy of the diagnostic report (short test), which includes a copy of the test modules that were completed, must be kept with the Repair order (RO) and FASTA data must be transmitted. When submitting a warranty claim, please include the following information in the comments section:

- Diagnostic or programming codes generated by the test plan (Note: not all test plans generate these codes.)
- SI B65 41 07