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CD changer: Malfunction

All models with CD changer

Situation:

Despite intensive supplier checks, no malfunction can be found with a large number of CD changers returned under warranty.

These CD changers are often returned without the CD magazine and in an unsuitable transport condition while bearing the label "Failed". This generally results in the CD changer being classified as kFg (no fault found) and returned to the dealer. The warranty claim is rejected.

Important notes for CD changers in the vehicle:

- As opposed to CD changers in the home, mobile CD changers are subjected to an extremely wide range of different influences.

The mechanics must be spring-mounted, which (depending on the manufacturer) is provided by a rubber damper with an air reservoir or an oil damper. For this reason the transportation retainers must always be removed before installing the CD changer.
- The CD changer can hold and properly position 12 cm standard CDs. Please note that the CDs must not be too thick as well as deburred around the central hole or outer edge.
- Transparent CDs and CDs with asymmetrical dimensions can no longer be reliably detected and positioned by the laser beams in the CD changer. Asymmetric CDs cause the CD magazine to jam in the CD changer. The magazine can no longer be removed from the changer.
- Ensure the spring suspension is set correctly for replacement units. Depending on the installation position, set the "installation position" on the CD changer to horizontal or vertical. On the E36 Compact, set the "installation position" on the CD changer to 45°.
- The magazine compartment must be closed at all times to prevent dust and other contaminants from entering the CD changer and impairing the system function.
- Ensure all CDs are clean to avoid soiling the laser and impairing the CD changer function.
- No guarantee is given that CDs burned at home will be played. The quality of the audio playback depends on the quality of the blank CD, the CD burner and parameters selected when burning the CD.

- The CD changer is not suitable for rewritable CDs (called CD-RWs).

Affected vehicles: All BMW models with CD changer (optional equipment 672)

Procedure: **In the event of a customer complaint, always diagnose the exact cause of the failure before replacing the CD changer.**

As the fault cause may be a faulty CD magazine or caused by faulty CDs/homemade CDs, always test the system with a new CD magazine and different CDs to see if the customer complaint is reproduced.

Note for obligatory return markets:

For the warranty parts inspection, it is absolutely mandatory that the CD changer is always returned together with the customer's original CD magazine and the device connecting lines. The CD changer must be fitted with transportation retainers when returned: A CD changer without any form of transportation retainer may be damaged during transport.

Please return the CD changer in the original packaging of the replacement CD changer.

CD changers without a CD magazine and transportation retainer will be returned immediately by the Warranty Parts Centre (GWTZ) and the warranty application will be rejected.

Furthermore, ensure that each CD changer or CD magazine returned is accompanied by the blue complaint and repair documentation completed in full (part number: 01 30 9 789 549). The number of CDs in the changer must also be recorded in the repair documentation.