

CD changer: malfunction

All models with CD changer

- Situation:** Despite intensive examinations by the supplier, no malfunction can be determined on a high proportion of CD changers returned through warranty.
- These CD changers are often returned without the CD magazine and without transport securing devices, bearing the marking "failed". This generally results in the CD changer being classified as "no fault found" and - while rejecting the warranty claim - it is returned to the dealer.
- Important information concerning CD changer in vehicle:**
- In contrast to a home entertainment system, CD changers in mobile operation are subjected to extremely varied influences.
The mechanism must be spring-mounted which is achieved by rubber dampers with air reservoir or oil dampers depending on the manufacturer. For this reason, the transport securing devices must be removed when the CD changer is installed.
 - The CD changer can accept and correctly position standard 12 cm CDs. It is important that the CDs are not too thick and are deburred at the centre hole as well as at the outer edge.
 - Transparent CDs and CDs with asymmetric dimensions can no longer be reliably optically detected and positioned by the light barriers in the CD changer. Asymmetric CDs can cause the CD magazine to jam in the CD changer. Consequently, the magazine can no longer be removed from the changer.
 - The correct setting of the spring mounting must be ensured in replacement devices. Corresponding to the mounting position, the "installation position " on the CD changer must be set to horizontal or vertical. On the E36 compact, the "installation position" on the CD changer should be set to 45°.
 - The magazine compartment must always remain closed, otherwise dust and dirt can enter the CD changer so that trouble-free operation can no longer be guaranteed.
 - Ensure the CDs are clean, otherwise the laser can become soiled and trouble-free operation of the CD changer can no longer be guaranteed.
 - Playback of self-burnt CDs may not always be ensured in all cases. The playback quality is dependent on the quality of the blank CDs, the CD burner and the selected parameters for creating the CD.
 - The CD changer is not suitable for playback of re-written CDs (CD-RWs).

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

Procedure: **In the event of a customer complaint, the cause of the fault should be precisely diagnosed before the CD changer is exchanged.**

Since the cause of the fault can be attributed to a defective CD magazine, defective CDs or self-burnt CDs, the customer complaint should be reproduced with a new CD magazine or another CD in all cases.

Information for markets where return is obligatory:

For the warranty parts test it is absolutely necessary that the CD changer is always sent in with the original CD magazine of the customer and the device connecting cables. When sending in, the CD changer should be equipped with transport retainers: A CD changer without transport retainers may be damaged during transport.

Please use the original packing of the replacement CD changer for sending in the CD changer.

CD changers without a CD magazine and without transport retainers will, with immediate effect, be returned by the warranty parts centre (GWTZ) and the warranty claim will be rejected.

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