



SIB 62 01 19

2019-08-07

INSTRUMENT CLUSTER AND ONBOARD COMPUTER INTERMITTENTLY INOPERATIVE

This Service Information Bulletin (Revision #2) replaces SI B62 01 19 **dated March 2019**.

What's New (Specific text highlighted):

- Updated I-level info

MODEL

Engineering Designation	Model Description	Production Date	Affected Option Code
G05	X5 Sports Activity Vehicle	Produced from July 1, 2018 thru March 30, 2019	Vehicles equipped with option 6U3 Live Cockpit Professional
G07	X7 SAV		
G14	8 Series Convertible		
G15	8 Series Coupe		
G20	3 Series Sedan)		
G29	Z4 Roadster		

SITUATION



Instrument Cluster (KOMBS18) functions are intermittently inoperative, including:

- On-board Computer (BC) button on turn signal stalk (BC button shown at left)
- Radio displays
- Menu button
- Turn signal displays
- Arrows on multifunction steering wheel
- MFL thumbwheel control (shown at left)

Additionally, the audio source, radio station, or music track cannot be changed using the MFL.

Normal functionality may possibly return after a sleep cycle or a battery reset.

This affects vehicles with:

- Integration level S18A-18-11-5xx
- Live Cockpit Professional (option code 6U3) including the instrument cluster High 4.1.

While the Kombi is not working properly the rest of the system is working properly. The customer can still use the Central Information Display (CID) for items such as entertainment settings, Driver Experience settings, etc, utilizing the I drive controller. The telephone functions are not affected.

CAUSE

Unfavorable software at system start-up.

CORRECTION

Program/encode the vehicle to Integration level (I-level) S18A-19-07-530 or higher.

- I-Level S18A-19-07-530 is expected to be supported by ISTA 4.18.24 (pending verification)



Note: Parts replacement will not provide a solution to this situation.

PROCEDURE

1. Perform a diagnostic quick test to obtain the I-level.
2. If the I-level is S18A-19-07-530 or lower, program the vehicle to I-level S18A-19-07-530 or higher.

Always connect a BMW-approved battery charger/power supply (SI [B04 23 10](#)) when performing programming.

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Programming and Diagnostics / Programming Documentation

3. Confirm proper operation of the instrument cluster displays using the BC stalk button and MFL controls.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code:	6211204200	KOMBI display/pixel/backlighting (in the instrument cluster) malfunction
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528:	Refer to AIR	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)

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

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

During the same workshop visit, **if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.**

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

B. For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.