



This Service Information Bulletin (Revision 1) replaces SI B00 06 22 **dated June 2022**.

What's New (Specific text highlighted):

- Procedure updated with more TSARA case details

MODEL

| E-Series | Model Description | Production Date |
|----------|----------------------------------------------------|-----------------|
| G26 BEV | 4 Series Gran Coupe Battery Electric Vehicle (BEV) | As of Nov. 2021 |
| I20 | iX Sports Activity Vehicle BEV | As of Nov. 2021 |

SITUATION

In order to identify early quality issues on these vehicles, we need your help in reporting issues that may arise prior to customer delivery or resulting from a customer complaint.

New fault patterns should be identified as quickly as possible. We request you to report all conspicuous electrical system / infotainment topics relating to I-level service pack 2021 (SP21), with an exact description and pictures.

SP21 utilizes the following I-level suffixes:

| Model | Suffix | Comments |
|---------|---------|--------------------------------------------------------------------------------------------------------------------------------|
| I20 | I020... | Unique to i20 |
| G26 BEV | S18A... | Cannot be unique to the G26 BEV because it contains some shared characteristics with the G26 internal combustion engine models |

Every reported TSARA case can be invoiced with 2 FRUs. This information serves to improve quality in a targeted manner.

This specifically concerns issues regarding the following components:

- HU-H3/HU-H4 (head unit)
- RAM (audio control unit)
- BCP (Basic Central Platform)
- TCB4 (telematics control unit)
- Central information display (display / display cluster of several connected displays)
- Instrument cluster
- MPAD (Medium Platform Automatic Driving)

PROCEDURE

Please report all issues that arise either before vehicle delivery or resulting from a customer complaint via a TSARA "Info Only" case. Put the abbreviation "EQF" as a prefix in the title of the TSARA case.

Note:

In the event that technical support is desired or necessary, create a TSARA case as usual with the urgency "Response requested".

About the TSARA case:

Black screen/display:

- Is the problem sporadic or permanent?
- How long does it take for the screen to restart (scale of a few seconds/minutes/not at all)?
- Does the audio output also fail at the same time?

Navigation not working:

- Does the navigation screen load?
If not, has the fault occurred since delivery (possibly incorrect enabling during pre-delivery check) or did the problem suddenly occur when with the customer?
- Which exact application has the problem (destination entry, route guidance, location determination...)

Audio output not working:

- Is the problem sporadic or permanent?
- Which sources are affected (radio, Bluetooth, USB, navigation...)?
- Is the output of warning tones/PDC tones also affected?

Bluetooth:

- Which exact application has the problem (pairing the device, reconnecting a paired device, hands-free telephone...)?
- Which end device with which software version is being used/is affected?
- Can the problem be reproduced on other end devices (e.g. workshop mobile phones)?

Important:

Give the most detailed fault description possible.

- What did the customer complain about?
- What did the workshop find?

If useful: Attach informative images, audio files or videos.

Please keep all exchanged parts for the fault pattern for 2 weeks after the repair.

Important note: All exchanged parts also includes small parts; e.g., screws.

The parts may be requested within these 2 weeks as "special damaged components" for analysis.

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

| | | |
|---------------------|-------------------|-----|
| Defect Code: | 6512900100 | --- |
|---------------------|-------------------|-----|

Reimbursement for providing an eligible EQF will be via normal claim entry utilizing the work package information below.

| Work Pkg | Labor Operation | Description (Associated work) | Labor Allowance |
|----------|-----------------|----------------------------------------------|-----------------|
| # 1 | 00 72 667 | Feedback Early Qualification re E - E issues | 2 FRU |

Claim Repair Comments

Reference the SIB number, work package (Pkg) number one and the issue in the RO technician notes and the claim comments (For example: B00 06 22 WP 1 G26/I20 EQF for "X" component or system), unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

| | |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Technical Feedback | To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin |
| Warranty Feedback | To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal |
| Parts Feedback | To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department |