



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.

<b>Defect Code:</b>	<b>6512900100</b>	---
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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