



MODEL

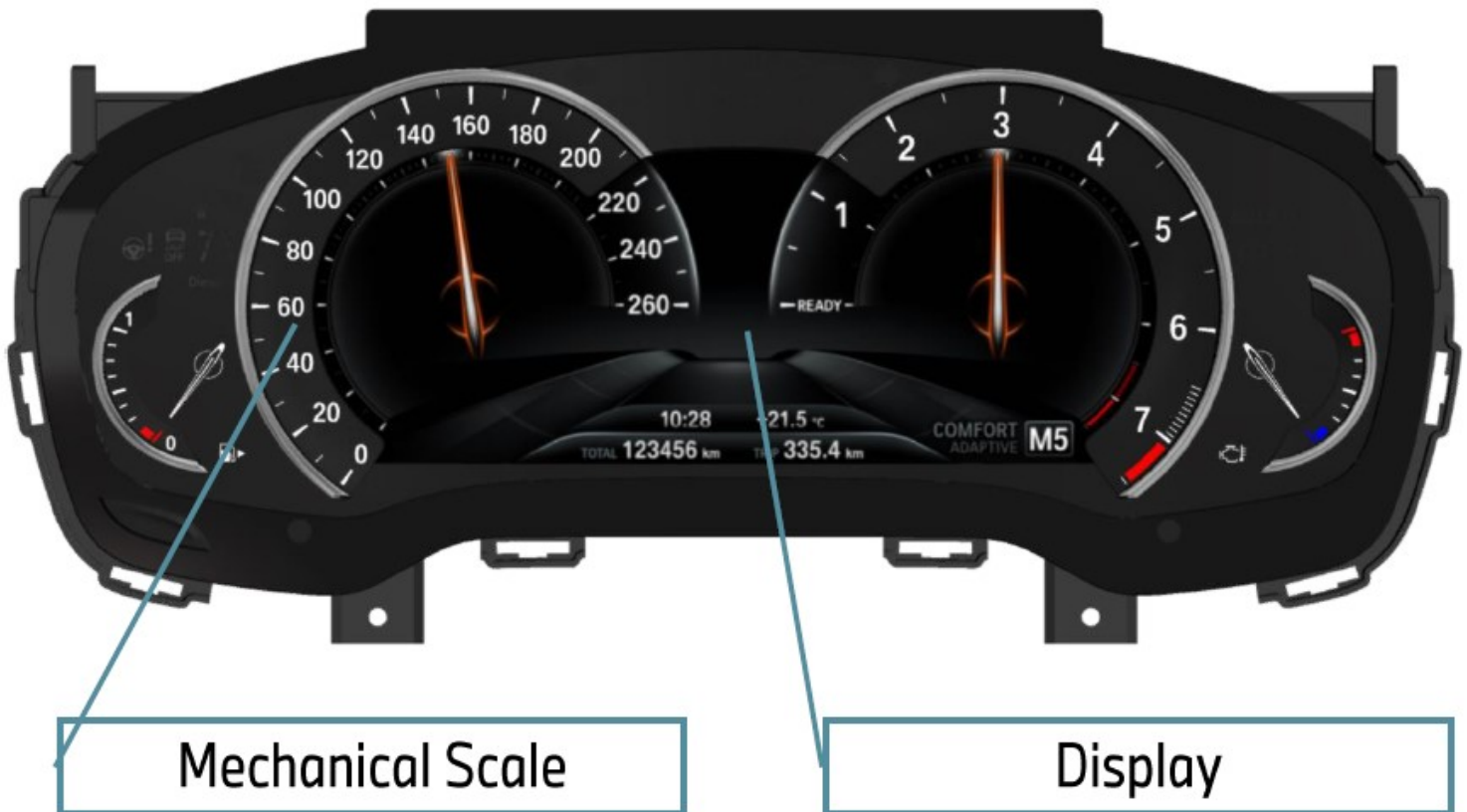
E-Series	Model Description
G01	X3 Sports Activity Vehicle
G02	X4 Sports Activity Coupe
G12	7 Series Sedan
G30	5 Series Sedan
G32	640i xDrive Gran Turismo

SITUATION

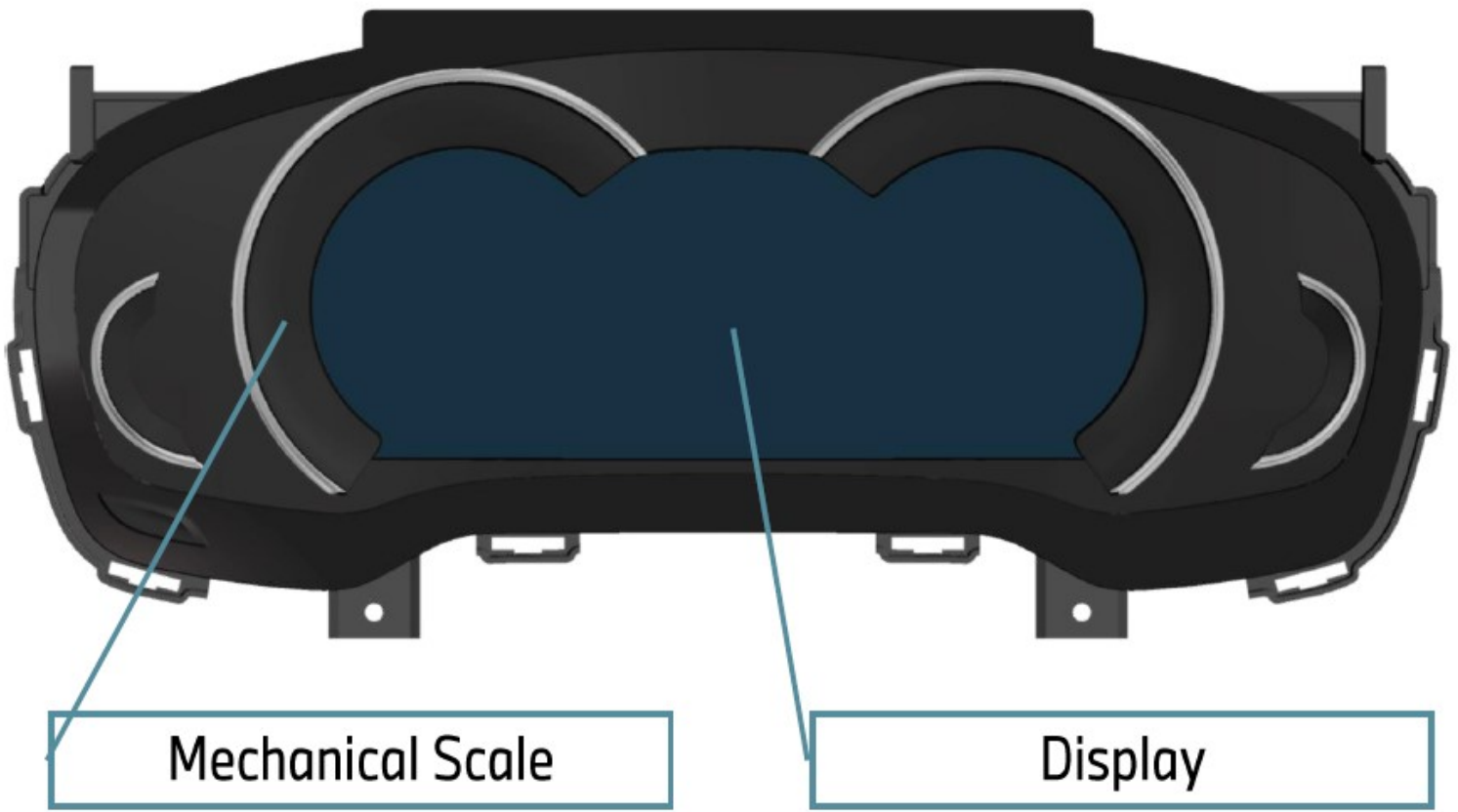
Temporary black screen in the instrument cluster.

This only affects vehicles with instrument cluster version MID Generation 4 (Kombi MID); reference the image below to identify the correct instrument cluster.

Kombi MID ON



Kombi MID OFF



CAUSE

Software in the instrument cluster MID (Kombi MID).

CORRECTION

Program the vehicle.

PROCEDURE

1. Confirm that the vehicle is equipped with the Kombi identified in the Situation section above.
2. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.
3. Is the current vehicle integration level:

Model	Integration level
G01 G02 G12 G30 G32	Greater than or equal to S15A-19-11-520 and lower than S15A-21-07-550

YES: Proceed to Step 4

NO: Further diagnosis with ISTA is needed

4. Program the vehicle using ISTA 4.31.3x or higher (released September 2021).

Model	Target integration level
G01 G02 G12 G30 G32	S15A-21-07-550 or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

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

PARTS INFORMATION

Parts exchange will not provide a solution.

CLAIM INFORMATION

During this workshop visit, the affected vehicle may show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle's software to the required I-level or higher.

Please be sure to perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply, the BMW software solution is then:

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

Defect Code:	6211204200	KOMBI display / pixel / backlighting (in the instrument cluster) Misfires / malfunction
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

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, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

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

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including diagnosis) in AIR that apply.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics and related test plans, claim this work with the applicable Defect Code and the labor operations listed in AIR (including diagnosis).

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department