



## MODEL

| E-Series | Model Description         | Affected Option Code                |
|----------|---------------------------|-------------------------------------|
| G01 PHEV | X3 Sport Activity Vehicle | SA6U3 BMW Live Cockpit Professional |
| G05 PHEV | X5 Sport Activity Vehicle |                                     |
| G12 PHEV | 7 Series Sedan            |                                     |
| G20 PHEV | 3 Series Sedan            |                                     |
| G30 PHEV | 5 Series Sedan            |                                     |

## SITUATION

Sport mode is not displayed correctly in the instrument cluster.

Instead of a red background in sport mode, the background is displayed in blue (like in Eco Pro mode).

## CAUSE

Software in the instrument cluster (Kombi).

## CORRECTION

Reset Personal Profiles.

## PROCEDURE

1. Is sport mode displayed correctly in the Instrument cluster?

**YES:** No further diagnosis is needed; this SIB does not apply.

**NO:** Proceed to STEP 2

2. Reset Personal Profile using ISTA under:

“Vehicle Information” → “Control unit tree” → click on HU-H and “Call up ECU functions” → “Component triggering” → “Reset Personal Profile” → “Trigger component”

In some instances, the Personal profiles may need to be reset a second time.

Note: When the Personal Profile data is deleted, the settings saved by the customer in the vehicle will be deleted.

## PARTS INFORMATION

Parts replacement will not provide a solution.

## CLAIM INFORMATION

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

|                     |                   |  |
|---------------------|-------------------|--|
| <b>Defect Code:</b> | <b>6211201800</b> | <b>KOMBI display / pixel / backlighting (in the instrument cluster) Incorrect/incomplete reading</b> |
|---------------------|-------------------|--|

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             |   |                 |
| 62 99 000       | Work time to reset the Personal Profile using ISTA  | 1 FRU           |

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.

Work time labor operation code 62 99 000 is not considered a Main labor operation.

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.

## **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  |