



**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
F95	X5 M Sports Activity Vehicle (SAV)	From Start of Production	SA <b>534</b> automatic climate control <b>Standard on G05 G06</b> SA <b>4NB</b> 4-zone automatic climate control <b>Std on G07 F95 F96, Option on G05 G06</b> SA <b>4NN</b> 5-zone automatic climate control (Third row) <b>Option on G07</b>
F96	X6 M Sports Activity Coupe (SAC)		
G05	X5 SAV		
G06	X6 SAC		
G07	X7 SAV		

**SITUATION**

The customer states that one of the front or rear climate control zones is unresponsive and either gives too cold or too warm air regardless of IHKA setting.

**CAUSE**

The stepper motor linkage is disconnected. This can happen at either end of the linkage, at the flap or at the stepper motor. These linkages are used for both front and rear air temperature mixture flaps, so it can affect any of the four climate zones.



**Failure Mode 1:** One connection of the external lever assembly has disconnected. There is a plastic “mushroom-shaped” retainer on one link that locks into the other.



**Failure Mode 2:** The external lever assembly has become disconnected from the flap within the IHKA box. It should not be able to move left and right when properly connected.

**CORRECTION**

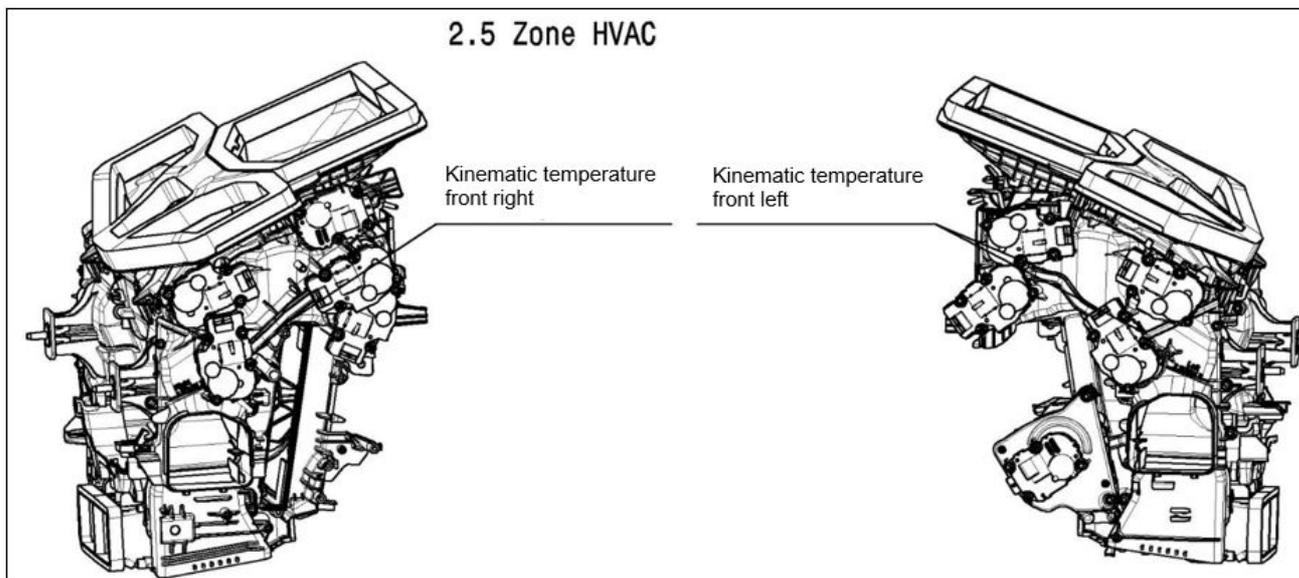
Set timing between linkage and air flap if necessary. Reattach the linkage and calibrate the stepper motor.

- If the linkage is broken, install replacement linkage from the repair kit as detailed below
- If a flap internal to the IHKA climate control box is damaged, then the entire IHKA box must be replaced

## PROCEDURE

For vehicles equipped with option code **534** automatic climate control:

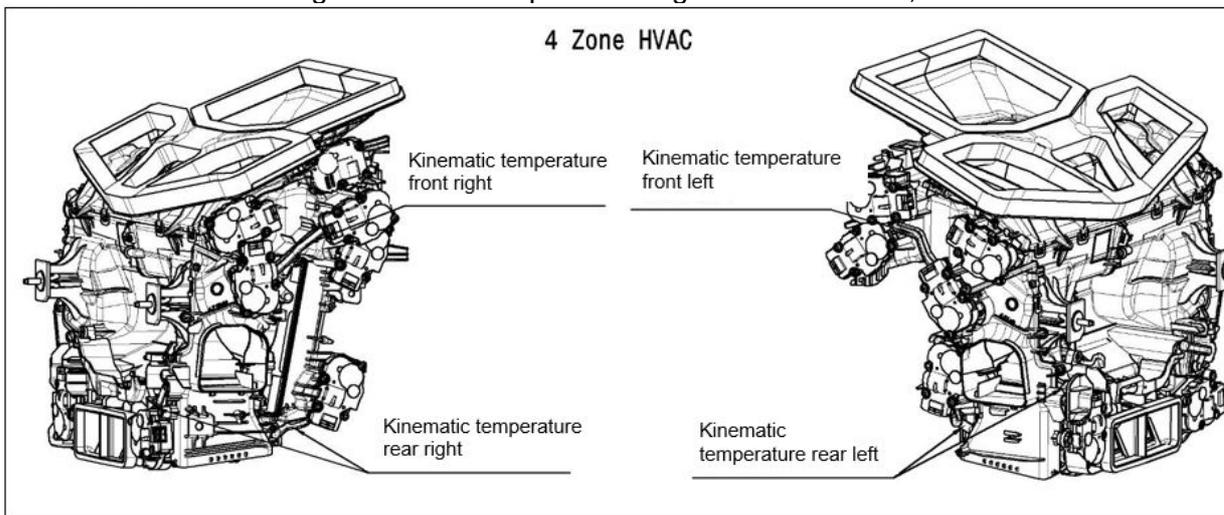
- A 2.5 zone climate housing is used with 3-piece linkages on both sides



For vehicles equipped with option codes-

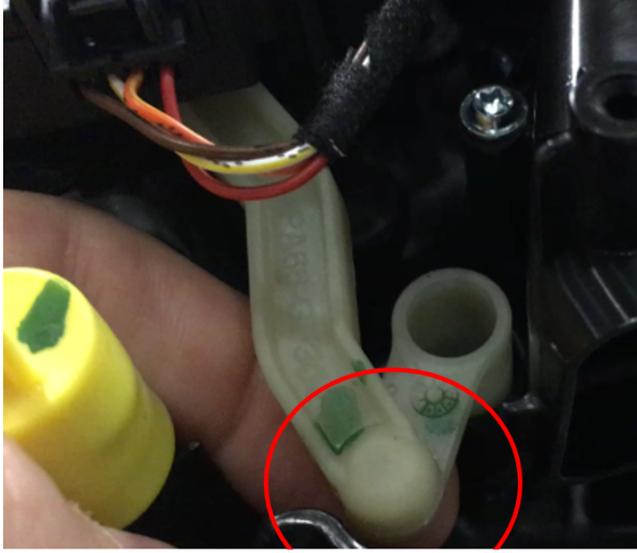
- **4NB** 4-zone automatic climate control
- **4NN** 5-zone automatic climate control

A 4-zone climate housing is used with 3-piece linkages on both sides, front and rear.



**Failure Mode 1:** One connection of the external lever assembly has disconnected. There is a plastic mushroom shaped retainer on one link that locks into the other.

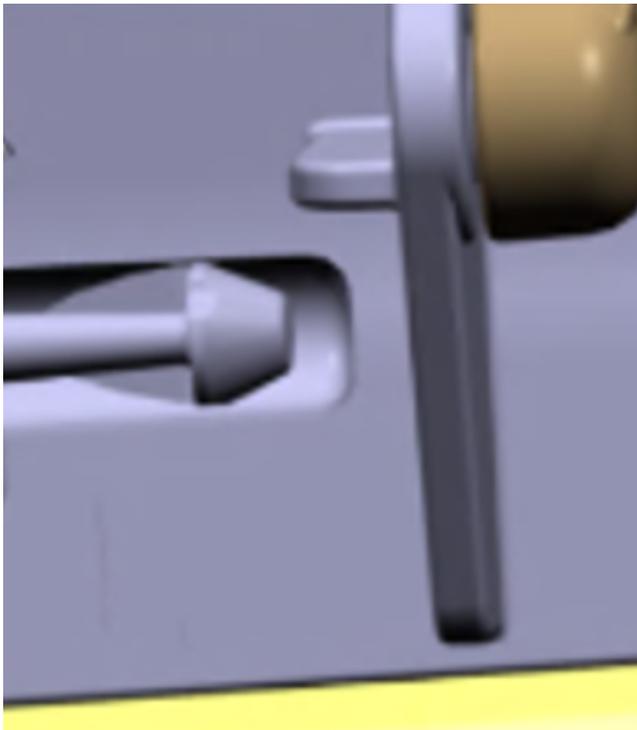
Press the two links together to interlock.



If the retainer is damaged, then the linkage should be replaced.



**Failure Mode 2:** The external lever assembly has become disconnected from the flap within the IHKA box. It should not be able to move left and right when properly connected.



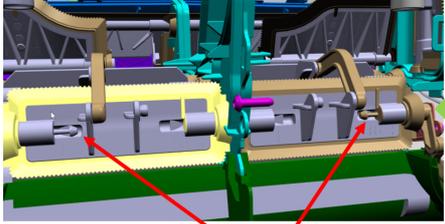
The end of the linkage has a mushroom shaped plastic retainer that interference-fits into the flap within the IHKA box.

If the linkage has come out of the flap and the retainer is not damaged,

- Check timing of the flap door by moving the linkage full travel and verifying the flap moves open/closed
- If the timing is off, rotate the linkage prior to locking into the flap

Push linkage back into flap assembly until you hear/feel it 'click' into place.

If the retainer is damaged or does not lock into the flap, install replacement linkage from the



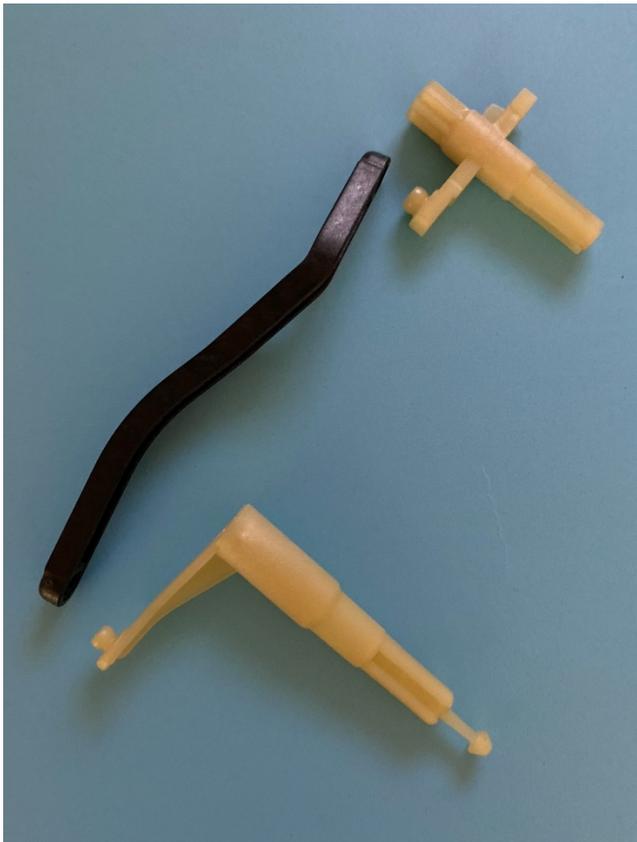
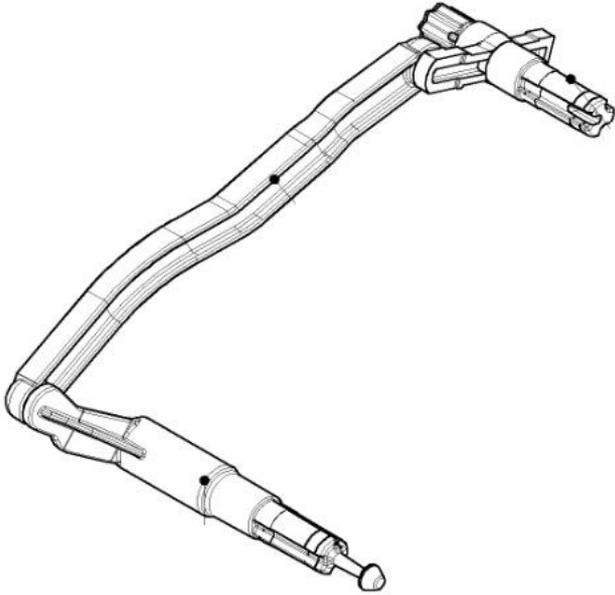
Push until  
hear the  
„click“

„Click“ connection with the flap.

repair kit.

If the mushroom shaped plastic retainer breaks off and is unable to be removed from the flap or if the flap is damaged, the IHKA box assembly must be replaced.

### Front Left/Driver side linkage



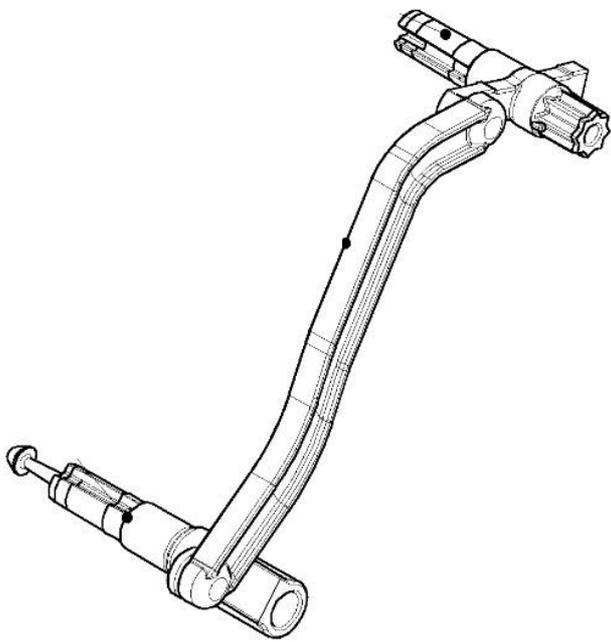
The repair kit contains a 3-piece linkage that fits the front left temperature blend flap.

The link at the top fits into the stepper motor.

The link at the bottom fits into the flap.

For access to this assembly see Premium repair instructions “Replacing controller drive for left stratification flap **REP-P-6411835**”

### Front Right/Passenger side linkage



The repair kit contains a 3-piece linkage that fits the front right temperature blend flap.

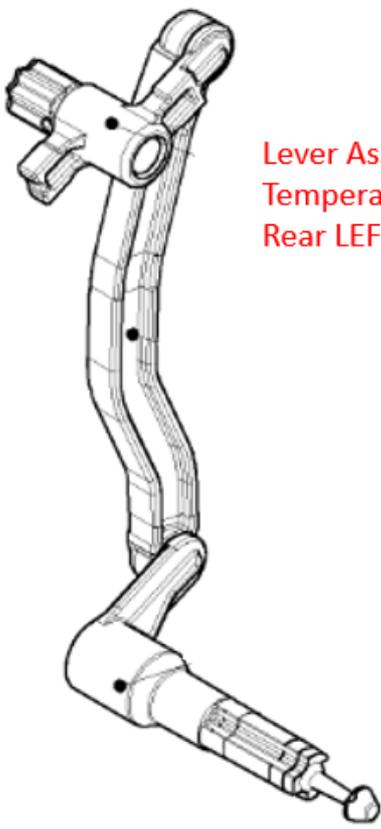
The link at the top fits into the stepper motor.

The link at the bottom fits into the flap.

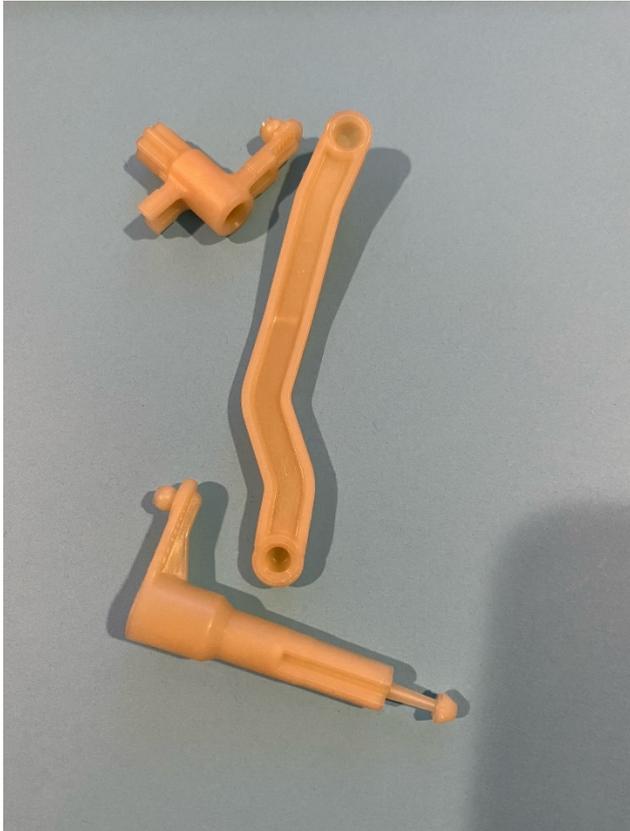
For access to this assembly see Premium repair instructions "Replacing controller drive for right stratification flap **REP-P-6411837**"



Rear Left/Driver side linkage



Lever Assembly for  
Temperature blend flap  
Rear LEFT/Driver



The repair kit contains a 3-piece linkage that fits the rear left temperature blend flap.

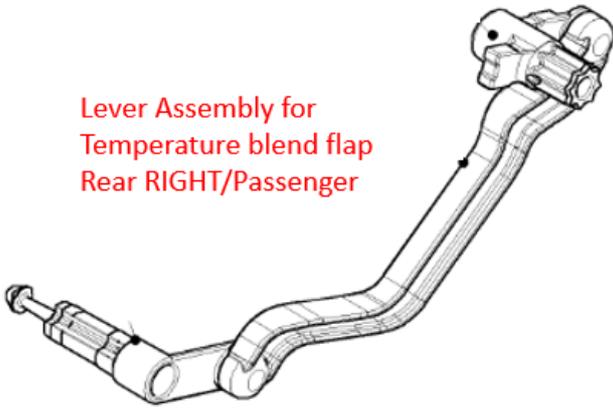
The link at the top fits into the stepper motor.

The link at the bottom fits into the flap.

For access to this assembly see Premium repair instructions "Replacing controller drive of stratification flap, rear passenger compartment, left **REP-P-6411822**"

Rear Right / Passenger side linkage

Lever Assembly for  
Temperature blend flap  
Rear RIGHT/Passenger

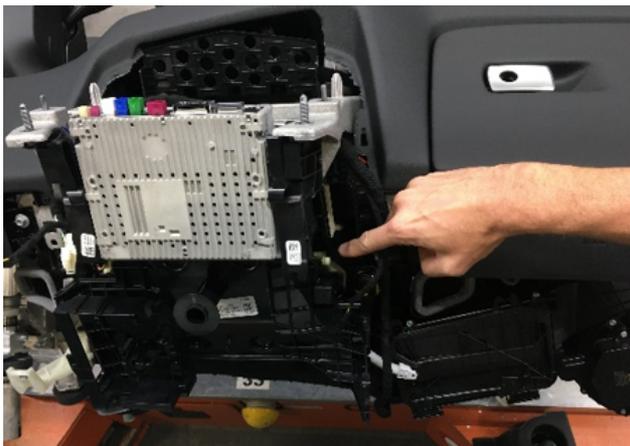


The repair kit contains a 3-piece linkage that fits the rear right temperature blend flap.

The link at the top fits into the stepper motor.

The link at the bottom fits into the flap.

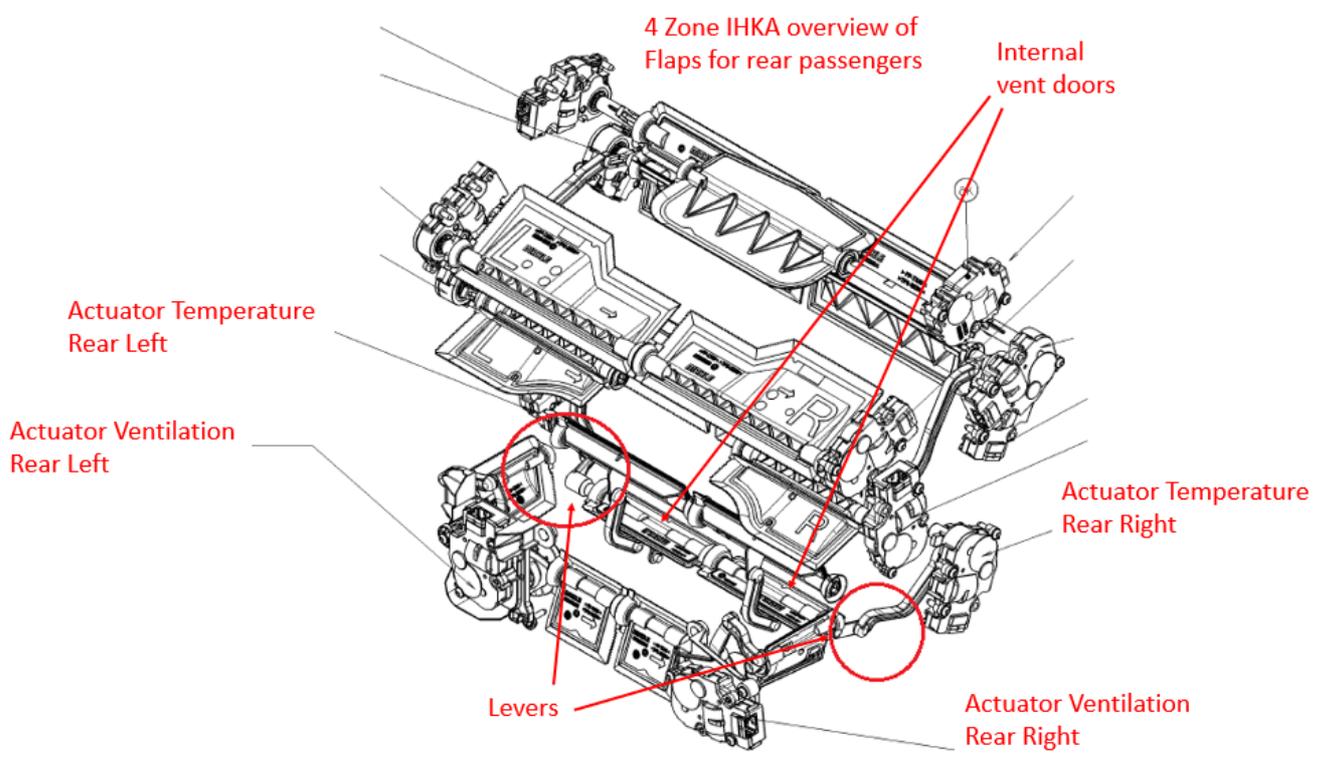
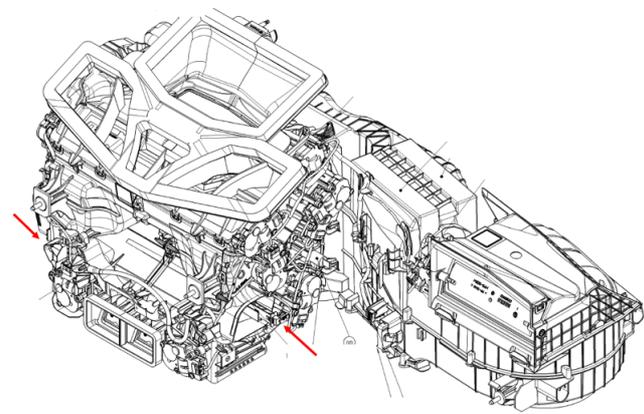
For access to this assembly see Premium repair instructions "Replacing controller drive of stratification flap, rear passenger compartment, right **REP-P-6411823**"



**NOTE:** For access to the passenger side rear flap linkage, it is not necessary to remove the center console.

The stepper motor can be accessed by removing the passenger side trim from the center console.

Location of rear temperature blend flap linkage on the 4 Zone IHKA box.



Reattach linkage and then readdress the stepper motors with ISTA.

**PARTS INFORMATION**

Part Number	Description	Quantity
64 11 5 A3B FF3	Linkage Repair Kit	1

As applicable, obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the corresponding repair Defect Code.

**CLAIM 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 as described below.

**Diagnosis**

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, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below*)	2 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.

### Stepper Motor Linkage/Drive Repairs

After and together with the diagnosis labor operations above that apply:

<b>Defect Code:</b>	<b>6411721200</b>	<b>Actuator, stratification/ventilation flap, heater/heat exchanger Permanent failure</b>
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#### Failure Mode One

Labor Operation	Description	Labor Allowance
64 11 835	Replacing controller drive for left stratification flap	Refer to AIR
Or:		
64 11 837	Replacing controller drive for right stratification flap	Refer to AIR

And/or:

<b>Defect Code:</b>	<b>6422051500</b>	<b>Rear compartment mixing air control Permanent malfunction</b>
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#### Failure Mode Two

Labor Operation	Description	Labor Allowance
64 11 822	Replacing controller drive of stratification flap, rear passenger compartment, left	Refer to AIR
Or:		
64 11 823	Replacing controller drive of stratification flap, rear passenger compartment, right	Refer to AIR

And, when applicable:

Labor Operation	Description (Associated)	Labor Allowance
64 99 000	Addition work to repair the other side (in conjunction with 64 11 835 or 64 11 837/64 11 882 or 64 11 823)	WT

\*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.

### 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