



This Service Information Bulletin (Revision 1) replaces SI B64 07 21 **dated August 2021**.

What's New (Specific text highlighted):

- ISTA SW version that contains the software

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle (SAV) PHEV	Up to July 2021
G12	7 Series Sedan PHEV	Up to February 2019
G30	5 Series Sedan PHEV	Up to June 2020

SITUATION

Only warm air comes out of the vents despite the air conditioning being switched on. The status indicator LED on the air conditioning control panel (IHKA) lights up green. No related fault codes are stored in the IHKA.

CAUSE

Faulty parameters in the IHKA control unit.

CORRECTION

Diagnose the air conditioning system. If no related faults are found, program the vehicle with ISTA **4.31.3** (released September 23, 2021) to I-Level S15A-21-07-540 or higher. Replacement of the IHKA control panel is not necessary.

PROCEDURE

Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application.

Perform a vehicle test and check for any related IHKA fault codes.

If no relevant faults are stored, program the vehicle with ISTA **4.31.3** to Integration Level **S15A-21-07-540** 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](#)) when performing programming.

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Replacement of the IHKA control panel is not necessary.

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may show one or more programming and encoding Technical Campaign repairs open. If so, 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:	6411230200	Control unit of front heating and air conditioning system Software error / internal device fault
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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.

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 claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

Other Repairs

If other eligible and covered work is performed as a result 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