



DISPLAY KEY IS NON-FUNCTIONAL

This Service Information Bulletin (Revision 3) replaces SI B66 20 17 **dated October 2019**.

What's New (Specific text highlighted):

- Cause
- Correction
- Procedure
- Parts information

MODEL

E-Series	Model Description	Production Date	Affected Option Code
G07	X7 Sports Activity Vehicle	Produced from July 1 st , 2015	Vehicles equipped with option code 3DS (BMW Display Key)
G12	7 Series Sedan		
G14	8 Series Convertible		
G15	8 Series Coupe		
G30	5 Series Sedan		
G32	640i xDrive Gran Turismo		

SITUATION

The display key is non-functional.

Display Key cannot be charged or switched on.

An incorrect vehicle model appears on the key display.

CAUSE

Possible defective display key battery or display key.

CORRECTION

After verification of complete failure, replace the display key battery or the display key.

PROCEDURE

For conditions that are similar to the situation described, perform the following steps in order to determine whether the current key is functional:

1. Perform a soft reset of the display key by pressing and holding the On/Off button for a minimum of 28 seconds.

For display keys produced after 12/2017, a hardware reset should alternatively be performed. To do so press and hold the lock and unlock buttons at the same time for more than 8 seconds.

Does the display key now function properly?

YES – return to customer.

NO – go to next step.

2. Try to charge the display key (preferably with the USB cable).

Can the display key now be turned on and off (while connected to the USB cable)?

YES – fully charge the display key and then return to customer.

NO – go to next step.

3. Remove the battery from the display key (as per instructions in attachment) and then reinsert the battery.

Did this fully reset the electronics and restore functionality?

YES – fully charge the display key and then return to customer

NO – keep the battery housing open and go to next step.

4. Examine the moisture indicator above the battery (as per instructions in attachment).

Is the indicator colored red?

YES – the display key has been subjected to excess moisture and is NOT replaceable under warranty.

NO – if the indicator is still white, the display key warranty has not been voided by excess moisture exposure. Go to next step.

5. Does the display cannot be charge at all, or discharges very quickly?

YES – replace the display key battery. Refer to **REP 66 12 150 “Removing and installing battery pack of BMW display key”**.

No – Go to next step.

6. If the above steps have not corrected the situation, replace the display key.

PARTS INFORMATION

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.

Part Number:	Description:	Quantity:
66 12 9 442 977	Battery Pack	1
Refer to ETK	Radio remote control with display	1

WARRANTY INFORMATION

This service information bulletin provides technical, diagnostic and repair-related information.

Supporting Materials

[picture as pdf B662017_Attachment_DisplayKey.pdf](#)