



SUBJECT

Instrument Cluster Warning Displays Picture of Tailgate Open

MODEL

E84

Produced to August 29, 2012

SITUATION

The “Tailgate open” icon is displayed even though the tailgate is closed. The display icon may also illuminate when the engine is started.

CAUSE

The noise suppression filter for the aerial is faulty.

Note: Replacing the JBE will not correct this issue.

PROCEDURE

1. Perform a vehicle test using ISTA. Complete all applicable test plans for any stored faults. If no faults are stored, proceed to the next step.

Note: When the ISTA system message displays: Battery voltage only “XX.XX” V. Please connect charger. Note the displayed battery voltage reading in the repair order comments section.

2. Replace the noise suppression filter as per ISTA Repair Instruction 65 20 350, “Removing and installing or replacing the noise suppression filter.”

PARTS INFORMATION

Part Number	Description	Quantity
65 20 9 181 455	Suppression filter	1

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty.

Defect Code: 65 20 04 15 00

Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing vehicle test (with vehicle diagnosis system)

and if necessary, also

61 21 528	Refer to KSD2	Charging battery
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and

65 20 850

Refer to KSD2

Removing and installing or replacing the
noise suppression filter

Labor operation code 00 00 006 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

Other Repairs

If performing other ISTA diagnostics and related test plans results in **eligible and covered work**, claim this work with the applicable defect code and labor operations listed in KSD2.

Note: Please follow any TeileClearing or Diagcode requirements that may apply to this additional work.

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