



This Service Information bulletin supersedes SI B64 01 11 **dated December 2011.**

NEW designates changes to this revision

SUBJECT

Whistling Noise Heard from the Center Fresh-Air Vent During Heating

MODEL

NEW F01

NEW F02

NEW F04

NEW F07

NEW F10

NEW Produced from April 22, 2010 to August 30, 2012

SITUATION

A whistling noise is heard from the center fresh-air vents. The noise can be heard during the warm up phase (3 to 10 mins) after the heating system is first activated, with low outside temperatures and the center vents stratification adjustment wheel is turned to the “red” position.

Note: This is independent of the air distribution setting, but a lower fan speed is required.

CAUSE

Unfavorable air flow against the mixing flaps in the upper distribution housing

PROCEDURE

Note: Review the complete repair procedure before starting.

1. Verify the customer complaint.
2. Perform a vehicle test using the latest ISTA (Integrated Service Technical Application) diagnostic software version.

Note: When the ISTA system message displays:

Battery voltage only “XX.XX” V. Please connect charger.

Please note the displayed battery voltage reading in the repair order comments section.

3. If applicable, diagnose any IHKA faults stored in the control modules by completing the test plans before continuing with the next step, #4.

4. Connect the vehicle to ISTA/P 2.43.0 or higher.
5. Select the “vehicle” tab and then choose “conversion, ventilation whistling”.
6. Complete programming and coding the vehicle. This will update the flap settings.
7. Complete the ISTA/P conclusion work as applicable.
8. Turn ignition off, lock the vehicle and allow it to enter sleep mode (>5 minutes).
9. Retest. When the problem has been resolved no further actions are required.

Note: Only if the problem has not been resolved after programming and coding conversion, perform the following steps:

10. Connect the vehicle to ISTA/P and remove the recently added “conversion, ventilation whistling”. Submit a PuMA case titled “Ventilation Whistling” to obtain an original vehicle order (VO).
11. With the vehicle connected to ISTA/P, import the supplied VO.
12. Replace the upper distribution housing. Refer to ISTA REP 64 11 540 “Replace the upper distribution housing for the heating and air conditioning system”.
13. Confirm the problem has been resolved.

Note: ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software.

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales / Aftersales Business Development & Marketing Portal / Service Operations / Workshop Technology / Vehicle Programming.

PARTS INFORMATION

Part Number	Description	Quantity
Refer to ETK	Upper distribution housing	1

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty or the BMW Certified Pre-Owned Program.

Defect Code:	64 11 69 39 00	
---------------------	-----------------------	--

Procedure Steps 1 through 9

Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
and if necessary, also		
61 21 528	Refer to KSD2	Charging battery

and if necessary, also		
61 00 006	Work Time (WT)	Performing vehicle diagnosis-test module
and		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)

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.

Even though work time labor operation code 61 00 006 ends in “006,” it is not considered a Main labor operation.

Work time (WT) labor operation 61 00 006 – requires an individual punch time.

Procedure Steps 10 through 13 (If Necessary)

Labor Operation:	Labor Allowance:	Description:
61 99 000	Work Time (WT)	Work time to connect the vehicle to ISTA/P, remove the recently added “conversion, ventilation whistling” and import the supplied “original VO”
and		
64 11 540	Refer to KSD2	Replacing Upper Distribution Housing

Even though work time labor operation code 61 99 000 ends in “000,” it is not considered a Main labor operation.

Work time (WT) labor operation 61 99 000 – requires an individual punch time.

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

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

NEW Note: Please follow any TeileClearing (TC) or Diagcode (DC) requirements that may apply.