



SI B64 01 13  
Heating and Air Conditioning

October 2013  
Technical Service

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This Service Information bulletin supersedes SI B64 01 13 **dated April 2013.**

**NEW** designates changes to this revision

#### **SUBJECT**

**IHKA Operating Panel Buttons Are Peeling**

#### **MODEL**

F01

F02

F04

F06

F07

F10

F12

F13

#### **SITUATION**

The surface is peeling off one or more of the IHKA operating panel buttons, and the button symbol may become unreadable.

#### **CAUSE**

Ingredients in certain skin care products, including sunscreens and hand lotions, causes the button surface to peel.

In the picture below, you can clearly see how the low fan speed button is just starting to peel. Two of the four fan blades are missing from the button symbol, and soon the entire symbol will be gone.



#### PROCEDURE

Improved replacement buttons for the IHKA panel are now available as a kit.

Refer to ETK for the correct part number for your model. Replace **ALL** the buttons included in the kit.

Note: The repair procedure can be performed inside the car without removing the console or control panel.



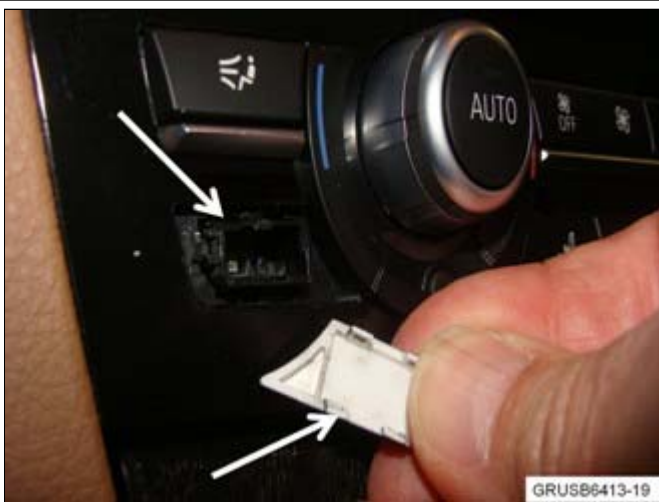
1. Use two narrow picks to carefully pry off the button caps. Since the button will be replaced, pay special attention not to damage the switch. Note: There are two types of button switches; a rocker type for the fan speed adjustment, and a regular push-button type for the others.



2. In this picture, the fan speed button cap has been removed. The cap is attached to the two individual square openings of the switch.



3. In this picture, the driver's side seat heating button is being removed. The cap is attached by four retaining tabs; two on the top, and two on the bottom. Remove the two top tabs, and then the two bottom tabs.



4. The cap has been removed, and the four retaining tabs can be seen.

5. After all button caps have been removed, install the new caps by aligning them squarely to the switch, and then pushing in firmly. Working from the center outward will simplify the installation. After the first cap is installed, check for functionality and smooth operation **before** installing the next cap. Continue installing

the remaining caps in the same fashion.

#### **NEW PARTS INFORMATION**

As noted in ETK: In case of surface damage to buttons, use the button cap repair kit. Use and claim the part number for the “Repair kit for button caps” when performing this repair. Replace ALL the buttons with those included in the kit.

**Note:** Please **do not use and claim** the part number for the “**Repair kit, radio and A/C panel.**”

To ensure the button cap kit with the correct symbols and labels is installed, perform a part number lookup in ETK by VIN.

#### **NEW WARRANTY INFORMATION**

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

<b>Defect Code:</b>	<b>64 11 64 78 00</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
64 11 326	KSD2	Replacing the button caps of the heating and air conditioning control panel

Labor operation code 64 11 326 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation 64 11 769 instead.

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