



SUBJECT

Air Freshener Cartridge Holder Will Not Close

MODEL

G12 (7 Series Sedan) with Ambient Air Package (SA4NM)

Produced to November 29, 2015

SITUATION

Air freshener cartridge holder will not close properly or opens by itself.

CAUSE

Incompatible air freshener

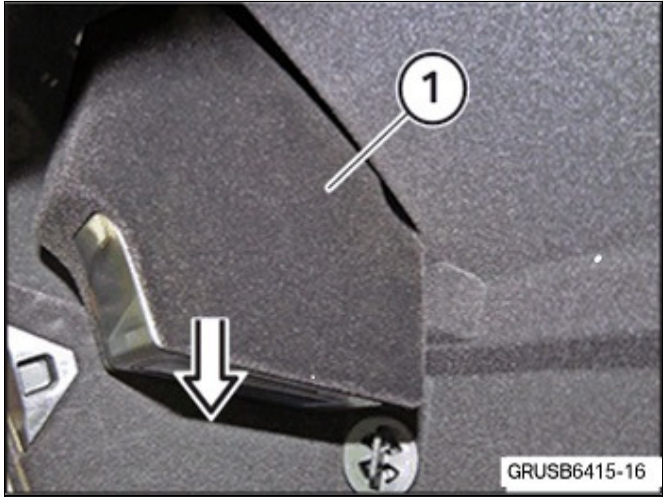
CORRECTION

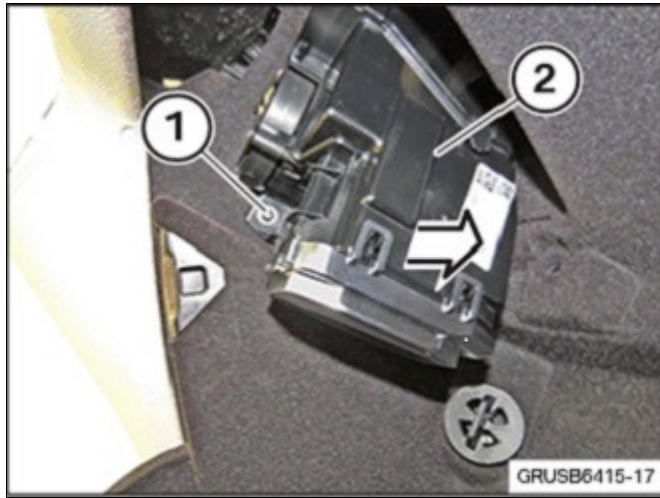
Alternate design air freshener is available.

PROCEDURE

Refer to the Repair Instruction 64 11 994 Replace air freshener.

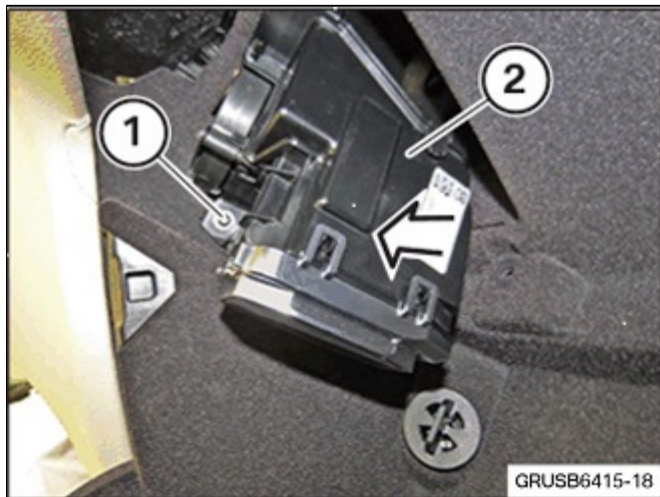
Removing the air freshener

	<p>Open the lid for the glove box. Remove the cover (1) in the downward direction of the arrow</p>
	<p>Loosen screw (1) and remove the air</p>

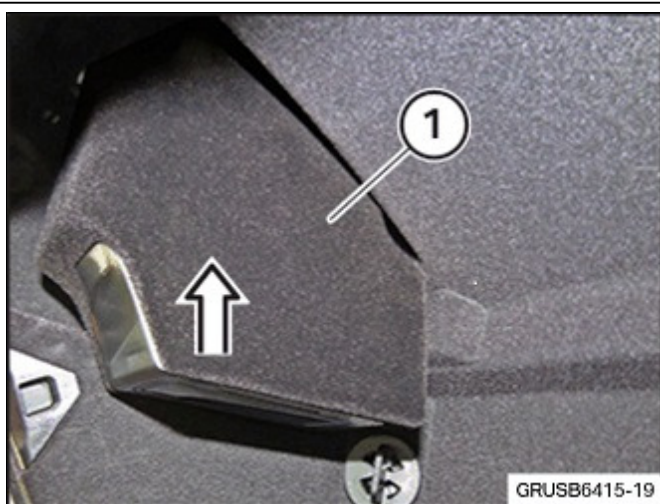


freshener
(2) with forceful pull in the direction of the arrow.

Installing the air freshener



Correctly position the new air freshener (2) and press firmly until the latches engage.
Tighten the screw (1)



Correctly position the air freshener cover (1) and press firmly in the direction of the arrow until the latches engage.
Close the glove box door.

PARTS INFORMATION

Part Number	Description	Quantity
64 11 6 809 615	Air freshener	1

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	64 11 85 37 00	
Labor Operation:	Labor Allowance:	Description:
64 11 994	Refer to KSD2	Replace air freshener (Vehicle diagnosis is not required)

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