



SI B62 11 17
Instruments

September 2017
Technical Service

INSTRUMENT CLUSTER HAZES OVER

MODEL

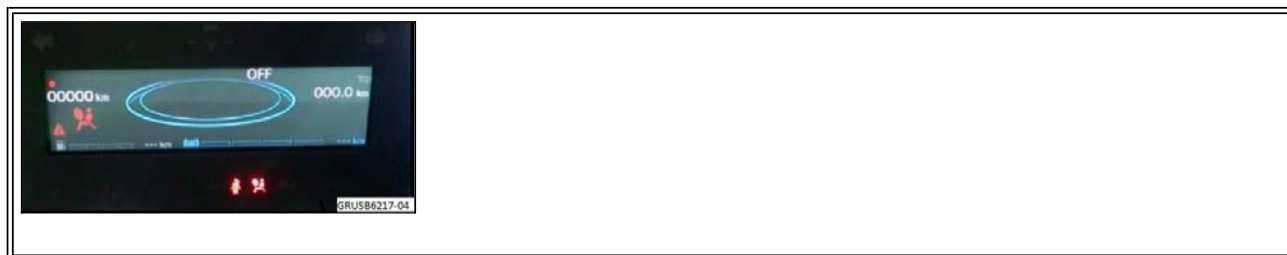
I01 (i3 & i3 REx)			
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Produced from 1/1/17 through 7/31/17

SITUATION

Customer notices a gray haze (shown below) on the instrument cluster face after:

- Instrument cluster was cleaned with a microfiber cloth.
- A film is removed from instrument cluster face after repair.



CAUSE

Excessive electrostatic charging of the instrument cluster **caused by faulty grounding inside the cluster** between the circuit board and the display.

CORRECTION

Refer to the procedure section.

PROCEDURE

For conditions that are similar to the situation described:

1. Allow vehicle to sit for ten minutes.

Did the cluster graying dissipate?

YES- Inform the customer of the possibility of this graying and its usual dissipation.

NO – go to next step

2. Perform diagnosis with the latest version of ISTA.

Does ISTA diagnose any issues with the instrument cluster?

YES- continue with ISTA diagnostic suggestions.

NO – Replace the instrument cluster

PARTS INFORMATION

Procedure Step 2 “No” Only

Part Number	Description	Quantity
62 10 6 831 915	Instrument Cluster	1

WARRANTY INFORMATION

Procedure Step 2 “No”: Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	6211204200	
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(at support point in engine compartment)
And:		
61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high voltage charging unit)
And:		
62 11 786	Refer to KSD2	Replacing instrument cluster (after vehicle diagnosis)
And:		
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

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

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

Vehicle Programming and Coding

When ISTA/P automatically reprograms and codes all the vehicle's control modules that "currently do not have" the latest software and if one or more control module failures occur "during" this programming procedure:

- Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Other Repairs

Control module failures that occurred "prior" to performing this programming procedure:

- When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.

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