



SI B64 03 19
Heating and Air Conditioning

March 2019
Technical Service

SERVICE ACTION: REAR IHKA PANEL LOOSE

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

G20 (3 Series)

Vehicles produced from 1/7/2019 to 1/9/2019

AFFECTED VEHICLES

This Service Action involves 304 G20 (3 Series) vehicles produced January 7th 2019 to January 9th 2019.

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

SITUATION

Rear IHKA (air conditioning control) panel is found incorrectly latched causing interference noise while driving.

CAUSE

One or two retaining hooks are missing, this can result in a gap between the air conditioning control panel and surrounding trim.

CORRECTION

Perform inspection of the control panel mounting. Replace if necessary

PROCEDURE

 CRUSSE419-01	1. Check for tight fit of the rear air conditioning control panel by pressing the four corner areas. Ex: In extreme cases, the control panel can disengage completely
	2. Check to see if the control panel is disengaged or a gap is present on the right side?

	
	3. Is the control panel found loose, disengaged or is a gap present? YES: Refer to step 4 NO: No further repair is necessary 4. Perform replacement of the rear grille trim (Refer to attachment)

PARTS INFORMATION

Very low failure rate, please review the Parts Matrix for parts ordering.

Part Number	Description	Quantity
64 22 6 806 814	Fresh Air Grille of Rear Compartment	1

WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:	0064030200	
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Completion “before” the first vehicle delivery to a customer or the vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:
00 67 811	3 FRU	Check the rear fresh air grille (No repair is necessary) (Plus work)
00 67 812	4 FRU	Check and replace the rear fresh air grille (Plus work)

Or:

The vehicle arrives at your center and this Service Action shows open (No other Main work will be performed/claimed during this workshop visit)

Labor Operation:	Labor Allowance:	Description:
		Check the rear fresh air grille (No repair is necessary) (Main

00 67 230	5 FRU	work)
Or:		
00 67 231	5 FRU	Check and replace the rear fresh air grille (Main work)

ATTACHMENTS

View PDF attachment [B640319 Attachment Rear Grille Trim Replacement](#).

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