



SIB 66 20 17 DISPLAY KEY IS NON-FUNCTIONAL

This Service Information Bulletin (Revision 2) replaces SI B66 20 17 dated September 2018.

What's New (Specific text highlighted):

- Model
- Situation

MODEL

E-Series	Model Description	Production Date	Affected Option Code
G07	X7 Sports Activity Vehicle	Produced from July 1 st , 2015	Vehicles equipped with option code 3DS (BMW Display Key)
G12	7 Series Sedan		
G14	8 Series Convertible		
G15	8 Series Coupe		
G30	5 Series Sedan		
G32	640i xDrive Gran Turismo		

SITUATION

The display key is non-functional.

Display Key cannot be charged or switched on.

An incorrect vehicle model appears on the key display.

CAUSE

Possibly defective display key.

CORRECTION

After verification of complete failure, replace the display key.

PROCEDURE

For conditions that are similar to the situation described, perform the following steps in order to determine whether the current key is functional:

1. Perform a soft reset of the display key by pressing and holding the On/Off button for a minimum of 28 seconds.

For display keys produced after 12/2017, a hardware reset should alternatively be performed. To do so press and hold the lock and unlock buttons at the same time for more than 8 seconds.

Does the display key now function properly?

YES- return to customer.

NO – go to next step.

2. Try to charge the display key (preferably with the USB cable).

Can the display key now be turned on and off (while connected to the USB cable)?

YES- fully charge the display key and then return to customer.

NO – go to next step.

3. Remove the battery from the display key (as per instructions in attachment) and then reinsert the battery.

Did this fully reset the electronics and restore functionality?

YES- fully charge the display key and then return to customer

NO – keep the battery housing open and go to next step.

4. Examine the moisture indicator above the battery (as per instructions in attachment).

Is the indicator colored red?

YES- - the display key has been subjected to excess moisture and is NOT replaceable under warranty.

NO – if the indicator is still white, the display key warranty has not been voided by excess moisture exposure. Go to next step.

5. If the above steps have not corrected the situation, replace the key.

PARTS INFORMATION

Part Number:	Description:	Quantity:
Refer to ETK	Radio remote control with display	1

WARRANTY INFORMATION

This service information bulletin provides technical, diagnostic and/or repair-related information.

Eligible and Covered Work/Repairs

Only those repair procedures that **apply to the repair of a verified defect in materials or workmanship** are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks

To submit a claim, please following the established and applicable warranty policy and procedures (Labor/Part) that apply to the repair being performed.

Together with Defect Code 66 12 05 12 00, refer to KSD2/AIR for the corresponding flat rate labor operations (including diagnosis) and flat rate unit (FRU) allowances.

Only one Main operation can be claimed per repair visit and please do not claim Inclusive FRs separately.

Work time labor operation codes require individual punch times and explanations on the repair order and in the claim comments section.

Supporting Materials

[picture_as_pdf B662017_Attachment_DisplayKey.pdf](#)

DISPLAYKEY BATTERY RESET/EXCHANGE

How to remove the battery cover?



DO NOT disassemble battery cover from top side.

DISPLAYKEY WATER INDICATOR

white color: no water ingress

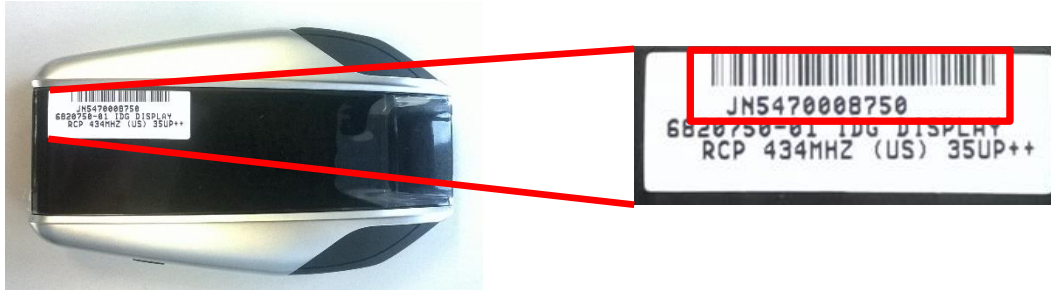


red color: water was in the key!



DISPLAYKEY SERIAL NUMBER

Serial-No on housing-label (probably already removed by dealer/customer):



Serial-No on inside label below the battery:

