



SIB 61 10 20

2020-04-03

**SERVICE ACTION: REPLACING THE RADIO/IHKA CONTROL PANEL**

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**

E-Series	Model Description	Production Date
G12	7 Series Sedan	November 2019 to February 2020

**AFFECTED VEHICLES**

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 ISPA NEXT.

**SITUATION**

A CD cannot be inserted.

**CAUSE**

Due to a logistics error in production, an radio air conditioning control panel without a CD slot was installed.

**CORRECTION**

Replace the Radio/IHKA control panel.

**PROCEDURE**

1. Inspect the Radio/IHKA control panel for a CD slot: Is the CD slot missing?

**YES:** proceed to step 2

**NO:** no action is needed

2. Replace the Radio/IHKA control panel, follow REP 64 11 377 "Removing and installing control panel of heating – air conditioning control panel".

**PARTS INFORMATION**

Only use and invoice the part number below that applies.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part number may result with the wrong part number being invoiced and installed, this could delay the payment of claim.

Part Number	Description	Quantity
<b>With OE4U1</b>		
61 31 5A0A259	Repair kit for radio and IHKA control panel of CD	1
<b>Or:</b>		
<b>Without OE4U1</b>		
61 31 5A0A258	Repair kit for radio and IHKA control panel of CD	1

**WARRANTY INFORMATION**

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable work package information below and the part number listed above that applies:

<b>Defect Code:</b>	<b>0064090200</b>	<b>G12 Replace radio air conditioning control panel</b>
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 995	Replacing the radio IHKA control panel	6 FRU

Or:

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

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 68 376	Replacing the radio IHKA control panel	8 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

**Claim Repair Comments**

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B61 10 20 WP 1).