SIB 62 08 18 2020-12-02

INSTRUMENT CLUSTER DISPLAY SHAKES-SHIFTS TO THE LEFT

This Service Information Bulletin (Revision 4) replaces SI B62 08 18 **dated August 2020.**

What's New (Specific text highlighted):
• Procedure updated to reflect newer integration level

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	To April 1st 2019
G02	X4 Sports Activity Coupe	
G12	7 Series Sedan	
G30	5 Series Sedan	
G32	6 Series Gran Turismo	

Only vehicles with MID Instrument cluster and or one of the following options:

- 6WD Instrument Cluster with advanced scopes
- 5DF Active Cruise Control with Stop & Go function
- 610 Head-Up Display

Note: Vehicle with the following option codes are not affected:

- 6WB Multi-Function Instrument Display
- 6U3 BMW Live Cockpit Professional

SITUATION

The Instrument cluster intermittently flickers, shakes and has shifted to the left.

The fault is resolved once the vehicle goes into sleep mode.

The fault can reoccur at any point.

CAUSE

Vehicles produced to 01/31/2018:

Problem with the contact at the Automotive Pixel Link connection plug on the instrument cluster.

Vehicles produced after 02/01/2018
Software error in the Instrument cluster (Kombi)

CORRECTION

Vehicles produced to 01/31/2018:
Replace the instrument cluster (Kombi).

Vehicles produced on or after 02/01/2018
Program vehicle and perform ABL Dashboard: “Display jitters/shifts to the left”

PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.
2. Check the vehicle’s production date:

Vehicles produced up to 01/31/2018
Replace the instrument cluster then program the vehicle with ISTA 4.26.2x or higher. Target I Level S15A-20-11-5xx or higher

Vehicles produced after 02/01/2018:
DO NOT replace the instrument cluster. 1. Program the vehicle with ISTA 4.26.2x or higher, Target I Level S15A-20-11-5xx or higher 2. Perform ABL “Dashboard: Display jitters/shifts to the left” to update the firmware in the Kombi.

Note: If the vehicle Integration is higher than S15A-20-07-540 then further diagnosis with ISTA is needed.

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Vehicles produced up to 01/31/2018:		
Part Number	**Description**	**Quantity**
Refer to ETK	Instrument Cluster	1

Vehicles produced after 02/01/2018:
Parts replacement will not provide a solution to this situation.

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Update the vehicle to the required I-level or higher by performing and submitting for one of the open Technical Campaigns instead. Please be sure to also perform any additional work (before and/or after) the campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply or an instrument cluster replacement is require, then BMW software solution or the instrument cluster replacement portion is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program as described below.

Defect Code:	**6211204200**	**KOMBI display/pixel/backlighting (in the instrument cluster) misfiring**

Labor Operation	**Description**	**Labor Allowance**
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR

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.

And, additionally for the:

e-Vehicle

Labor Operation	**Description**	**Labor Allowance**
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

And, as necessary:

Labor Operation	**Description**	**Labor Allowance**
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And/or:		
62 10 000	Checking function of the instrument cluster	Work time (WT)

And, only for:

Applicable vehicles produced up to and including 01/31/2018*

Labor Operation	Description:	Labor Allowance
62 11 786	Replacing instrument cluster (after vehicle diagnosis)	Refer to AIR

*If this is done in conjunction with performing an open programming and encoding Technical Campaign repair on the vehicle, then only claim the applicable diagnosis work time (WT), labor operation 62 11 768 and the instrument cluster part number under the Defect Code provided above.

And, for:

All applicable vehicles

Labor Operation	Description:	Labor Allowance
61 00 730	Programming/encoding control unit(s)	Refer to AIR

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

Work time labor operation codes 61 00 006 and 62 10 000 are not considered a Main labor operations; however, they both require individual punch times and an explanations on the repair order and in the claim comments section.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department