



SIB 64 04 21

2021-06-10

## MOISTURE IN DRIVER AND/OR PASSENGER FOOTWELL

**MODEL**

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	From Start of Production (SoP)

**SITUATION**

Moisture in the driver footwell and/or passenger footwell when the air conditioning (A/C) is activated.

**CAUSE**

1. The condensation water drainage hose of the air conditioning system is not routed correctly, blocked, or not connected correctly.
2. The floor of the heating and air-conditioning unit could be broken.

**CORRECTION**

Correct drainage hose routing / connection or replace. Ensure there is no blockage.

Replace HVAC box.

**PROCEDURE**

1. First, make sure that the moisture has not entered the footwell through the slide/tilt sunroof or the front doorpanels.

If this can be ruled out, check the condensation drainage hose of the air conditioning system and the housing of the heating and air-conditioning unit.

Check the condensation water drainage hose of the air conditioning system for correct routing and connection.

Closely examine the connection point just above the center tunnel (centrally below the instrument panel) and reconnected if necessary.

If the condensation water drainage hose is damaged, replace it.

Pictured is the correct installation of the drain hose.

2. Here the drain hose is folded over and will require replacement to seal properly.



3. Here the drain hose is incorrectly installed and will require replacement to seal properly.

4. Check the housing of the heating and air-conditioning unit (in the areas which are visible) for cracks.

If cracks are visible, replace the heating and air-conditioning unit.

5. Once the repair is complete, run the A/C on the fresh air setting to generate condensate and ensure the drain flows properly. If drain is not flowing, check for foreign objects stuck in the HVAC box which could be blocking the drain.

6. Finally, dry the damp area of the carpet and reassess the vehicle.

### **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.

Part Number	Description	Quantity
64 11 9301583	Condensation water outlet hose	1 (if needed)
64 11 9301582	Retaining ring, Condensation hose	1 (if needed)

Additionally, other small parts that are not specified above, such as one-time screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog according to the respective vehicle type and invoiced under the corresponding repair defect code.

## **WARRANTY INFORMATION**

This Service Information bulletin provides technical, diagnostic, and repair-related information.

### **Eligible and Covered Work/Repairs**

When used to repair a verified defect in materials or workmanship, the repair procedure information provided in this bulletin is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

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

Refer to AIR for the corresponding Defect Code, flat rate labor operations for access (including diagnosis) and the flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

## **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department