



SIB 65 08 21

2021-06-15

CENTRAL INFORMATION DISPLAY (CID) IS FLICKERING AND SHIFTING

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F39	X2 Sports Activity Coupe	Produced to January 1 st , 2021	WITHOUT 6U3 BMW Live Cockpit Professional
F48	X1 Sports Activity Vehicle		
G20	3 Series Sedan		
G22	4 Series Coupe		
G23	4 Series Convertible		
G29	Z4 Roadster		

SITUATION

Customer states the Central Information Display is flickering and the picture is shifting.

CAUSE

Hardware error in Central Information Display (CID)

CORRECTION

Replace Central Information Display.

PROCEDURE

1. Remove the CID and check the part number that is installed.
2. Is the following Part Number Installed?

Model	CID Part Number
F39 F48	65 50 870 7 407 or 65 50 984 1 827
G20 G22 G23	65 50 984 1 821
G29	65 50 871 7 542 or 65 50 984 1 823 or

YES: Proceed to Step 3

NO: Further diagnosis with ISTA is needed

3. Replace the CID by matching the currently installed CID part number with the new CID replacement part number.

Model	Current CID Part Number	New CID Part Number
F39 F48	65 50 8707407	65 50 5A3E573
	65 50 9841827	
G20 G22 G23	65 50 9841821	65 50 5A3E575
G29	65 50 8717542	65 50 5A3E577
	65 50 9841823	

NOTE Programming is not needed when only replacing the CID.

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
65 50 5A3E573	Central Information Display	1
65 50 5A3E575	Central Information Display	1
65 50 5A3E577	Central Information Display	1

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	6552001800	Onboard monitor / control display / central information display (CID), front (including trim cover) Incorrect/incomplete reading

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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And, as necessary:		
65 50 060*	Check central Information display for function	Work time (WT) (F39, F48)
Or:		
65 50 050*	Check central Information display for function	Work time (WT) (G20, G22, G23, G29)
Or:		
00 58 000*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And:		
65 50 558	Replacing central Information display	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.

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

Work time labor operation code 65 50 060, 65 50 050 and 00 58 000 are not considered a Main labor operations.

*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.

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations listed in AIR (including diagnosis).

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