

**SIB 65 20 21**

2023-02-27

**DELIVERY STOP: CENTRAL INFORMATION DISPLAY (CID) WITHOUT TOUCH FUNCTION**

This Service Information Bulletin (Revision 3) replaces SI B65 20 21 **dated December 2021**.

**What's New** (Specific text highlighted):

- Model added
- Changes to Affected Vehicles Section
- Changes to Procedure Section

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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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	Option Code
G05	X5 Sports Activity Vehicle	After October 25, 2021	6UY "Deletion of Touchscreen"
G06	X6 Sports Activity Coupe		
G07	X7 Sports Activity Vehicle		
G20	3 Series Sedan		
G22	4 Series Coupe		
G23	4 Series Convertible		
G26	4 Series Gran Coupe		
G29	Z4 Roadster		

**AFFECTED VEHICLES**

Vehicles which require this Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of Dealer Universal Portal, ISPA Next or Warranty Vehicle Inquiry.

**SITUATION**

BMW AG has issued a Delivery Stop (effective October 25, 2021) on certain Model Year 2022 BMW vehicles that were produced after October 25, 2021.

Due to supply chain limitations, certain vehicles were produced without a CID with touch function and without Reversing Assistant.

**Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.**

After completing this campaign, the vehicles may be delivered but, customers must be informed and acknowledge that the touch functionality (option code SA6UY) and the SA dependent (SA5DM and SA5DN) Reversing Assistant are not available. For the Reversing Assistant (aka Back-up Assistant) refer to the attached form.

**CAUSE**

Vehicles were produced without a CID with touch function, therefore not all functions can be selected via the BMW iDrive. The vehicle needs to be programmed so that all functions can be selected with the iDrive Controller instead.

## CORRECTION

Program the Head Unit.

## PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

Current Integration level
<b>Lower than S18A-21-11-530</b>

**YES:** Proceed to Step 3

**NO:** Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.32.3x or higher (released November 12th, 2021)

Target integration level
<b>S18A-21-11-530</b> or higher

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 Dealer Universal Portal / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

## PARTS INFORMATION

Parts exchange will not provide a solution

## 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.

**Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.**

**Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.**

As determined by the above, reimbursement for this Action will be via normal claim entry utilizing the work package information below and part number above that applies.

Defect Code:	0065640300	G05 G06 G07 Programming control units (CID)
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**Delivery Stop - Completion before the first vehicle delivery to a customer**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
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# 1	00 71 774	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	8 FRU
Or:			
# 2	00 71 775	Programming and encoding the vehicle control units was performed <b>in conjunction with another campaign/repair prior to or during this workshop visit</b> (vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 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: B65 12 21 WP 1), unless otherwise required by State law.

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

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including diagnosis) in AIR that apply.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, 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

Supporting Materials

[picture\\_as\\_pdf B652021\\_Customer\\_Acknowledgement\\_Form.pdf](#)



**MY22 BMW Touchscreen Deletion Customer Acknowledgement**

VIN OF AFFECTED VEHICLE: \_\_\_\_\_

BEFORE TAKING DELIVERY OF YOUR NEW BMW, PLEASE ACKNOWLEDGE THE FOLLOWING BY SIGNING BELOW.

Your MY22 BMW \_\_\_\_\_ vehicle is factory-equipped with a BMW iDrive infotainment system, and due to the current supply chain situation affecting the global automotive industry, the touchscreen functionality has been deleted from this feature and a price reduction has been applied to the vehicle.

Certain VINs, when also equipped with Parking Assistant Plus, will not include the Back-Up Assistant.

The award-winning BMW iDrive infotainment system has been designed and optimized with multimodal input allowing for the user to manipulate the system through voice control functionality and the central classic BMW iDrive Controller.

We value you as a BMW customer and want to inform you of this change in the vehicle, so that you can decide for yourself which BMW is best suited for your technology needs and driving experience.

**I, \_\_\_\_\_, have read and fully understand this disclosure and wish to take delivery of the MY22 BMW vehicle referenced above with the deletion of touchscreen functionality and the reduction in the price.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**