

2023-11-02

MODEL

E-Series	Model Description	Production Date
G70	7 Series Sedan	From July 2022 to July 2023
i20	iX Sports Activity Vehicle	From November 2021 to July 2023

SITUATION

Customers may state that there is a single horizontal line of distortion on the Multifunction Display screen (the combined instrument cluster/kombi and the Central Information Display) that rapidly and repeatedly runs from the bottom of the screen to the top.

This distortion is very subtle and is more visible on bright backgrounds (i.e., Weather App).

CAUSE

Incorrect firmware setting for the indigo driver in certain Multifunction Displays.

CORRECTION

Replace the Multifunctional Display.

PROCEDURE

This specific issue only applies to InnoLux produced Multifunctional Displays with a firmware version of FW134 or lower.

If the vehicle's Multifunctional Display is either:

- An InnoLux product with a firmware version of FW135 or higher
- The Multifunctional Display is produced by another manufacturer

Then any distortion encountered **does not apply** to the issue described in this Service Information Bulletin. Continue with your standard diagnosis.



Remove and replace the Multifunction Display per the Premium Repair Instructions **65 50 210 - Removing and installing instrument cluster**.

Note: This issue is also not related to the loss of individual pixels, a stationary defect in the display (solid colored line), or a flickering “on and off” of the entire display. This bulletin only relates to the subtle distortion described above.

PARTS INFORMATION

To determine the part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number	Description	Quantity
Refer to ETK/AIR	Multifunctional Display (left hand drive (LHD))	1

Note: All defective parts inventory should have been cleared by the release of this SIB. If there are any doubts, please reference Parts Information Bulletin 06 50 23 for clarification on correct Firmware date and identification.

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Repair Code:	6550143300	Display cluster (Multi Functional Display) Optical distortion
---------------------	-------------------	--

Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plusposition work)	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as needed:		
62 10 000	Checking function of instrument cluster (Work time to visually confirm that the type image distortion described in this bulletin is occurring in the vehicle's Multifunction Display)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
65 50 711	Replace instrument cluster (Associated work)	As applicable

If you are using a Main labor code for another repair, use the Plusposition labor operation 00 00 556 instead of 00 00 006, or exclude them (including 61 21 528) when the Vehicle Test is included in another repair (For example, when an open vehicle programming campaign is also performed)

Work time labor operation codes 62 10 000 and 00 58 500 are not considered Main labor operations.

Vehicle Programming and Encoding

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.

After replacing the Multifunctional Display (LHD), 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.

Only when this situation does not apply, then claim the following together with the flat rate labor operation codes above that apply.

Labor Operation	Description	Labor Allowance
61 00 730	Program/encode control unit(s), includes deleting the fault memory	As applicable

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the "Search" button. Next, click on the "Flat Rate Units" button and enter the flat rate labor operation code in the field to the right, click "Search" to display the Flat Rate Unit Group detail choices.

Vehicle Programming and Encoding – Additional Work (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 Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

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 Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

(*) 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.

Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics, related test plans, and/or visually, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

