



SIB 64 10 23 AMBIENT AIR PACKAGE INOPERATIVE

2023-11-21

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date	Affected Option Code
G05 LCI	X5 xDrive50e PHEV	From April 1, 2023 to March 2024	4NM Ambient Air Package

SITUATION

Both the air freshener and the ionizer can be operated in the central information display; however neither of them function.

CAUSE

1-Software in vehicles produced up to December 31, 2023.

2-Ambient air package will not be available in vehicles that are produced from January 1, 2024 to March 2024.

CORRECTION

1-A Remote Software Update (RSU) is planned to be released in April 2024 for vehicles produced up to December 31, 2023. This will restore the ambient air system operation.

A parts replacement does not provide a remedy, and is therefore not permitted.

2-This feature is not being offered in production vehicles that are produced from January 1, 2024 to March 2024.

PROCEDURE

If a customer's G05 LCI vehicle has the issue described above, inform them of the following:

- BMW is actively working on a software solution; it is currently in progress with "high priority"
- This software solution is expected to be available as of April 2024
- It is planned to be released via a Remote Software Update (RSU) directly to his/her vehicle

This bulletin will be updated when we have more information.

PARTS INFORMATION

A parts replacement does not provide a remedy, and therefore it is not permitted.

CLAIM INFORMATION

This Service Information Bulletin provides technical and repair-related information, it will be updated when the software solution becomes available.

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
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