



SIB 61 30 23

2023-12-15

## DELIVERY STOP: INTERACTION BAR

☐ THIS REPAIR IS MOBILE FRIENDLY

This Service Information Bulletin (Revision 1) replaces SI B61 30 23 **dated November 2023**.

**What's New:**

- Situation updated
- Cause, Correction, Procedure, Parts Information, Claim Information added

**MODEL**

| E-Series | Model Description | Production Date                    |
|----------|-------------------|------------------------------------|
| G70      | 7 Series Sedan    | November 10, 2022 – March 28, 2023 |

**AFFECTED VEHICLES**

- Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.
- Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in the Inventory Campaign Details (ICD) under ROSS.

**SITUATION**

BMW AG has issued a Delivery Stop (effective November 21, 2023) on certain Model Year 2023 - 2024 BMW vehicles that were produced between November 10, 2022, and March 28, 2023.

In the event of a voltage drop, comfort functions of the interaction bar may fail and not respond.

**CAUSE**

Software error in the BMW Interaction Bar.

This can lead to a failure of the air vent functions on the passenger side of the bar (circled).

**CORRECTION**

Replace the BMW Interaction Bar **before vehicle delivery**.

**Note:** If it is not possible to complete the technical campaign due to missing parts, the vehicle can also be delivered to the customer without replacing the BMW Interaction Bar. In this case, the customer must be informed verbally of the circumstances and informed that it will be replaced during the next workshop visit. The customer's agreement to this procedure is required.

**PROCEDURE**

Replace the BMW Interaction bar following repair instructions, **Removing, and installing the touch control box for the instrument panel 61 31 147 | REP-REP-P-6131147-G70 - V.4.**

**Note: The Affected Vehicles that are repaired DO NOT have to be programmed.**

## **PARTS INFORMATION**

At the start of the technical campaign, only a **limited number of parts** are available. Please refer to the weekly Parts Matrix for ordering information. If it is no longer on the Parts Matrix and there is no note in EPC, then the part is open for normal ordering.

**Only use and invoice the applicable part number listed below.**

| Part Number     | Description                                                                                          | Quantity |
|-----------------|------------------------------------------------------------------------------------------------------|----------|
| 61 31 5 B34 0B3 | BMW Interaction Bar, Instrument panel center (BASIC)                                                 | 1        |
| Or              |                                                                                                      |          |
| 61 31 5 B34 0B4 | BMW Interaction Bar, Instrument panel center (BAMI), if equipped with optional automatic doors SA3CD | 1        |

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the special Repair Code listed in this bulletin.

## **CLAIM INFORMATION**

Reimbursement for this Action will be via normal claim entry utilizing the applicable work package information below, and when required, the part number above that applies.

|                     |                   |     |
|---------------------|-------------------|-----|
| <b>Defect Code:</b> | <b>0061220800</b> | --- |
|---------------------|-------------------|-----|

Below are the special flat rate labor operation code choices for this action.

**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.**

| Work Pkg | Labor Operation | Description (Plus work)                                                                                                                        | Labor Allowance |
|----------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| # 1      | 00 75 702       | Replacing the BMW Interaction Bar                                                                                                              | 9 FRU (All)     |
| Or:      |                 |                                                                                                                                                |                 |
| # 2      | 00 75 703       | Vehicle handed over to the customer (information about the circumstances have been explained to them, with no BMW Interaction Bar replacement) | 1 FRU           |

Or:

**The vehicle arrives at your center and this Action shows open (No other Main work will be performed or claimed during this workshop visit).**

| Work Pkg | Labor Operation | Description (Main work)           | Labor Allowance          |
|----------|-----------------|-----------------------------------|--------------------------|
| # 3      | 00 75 171       | Replacing the BMW Interaction Bar | 10 FRU;<br>11 FRU (BEVs) |
| Or:      |                 |                                   |                          |

|     |           |                                                                                                                                                     |       |
|-----|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| # 4 | 00 75 172 | Vehicle handed over back to the customer (information about the circumstances have been explained to them, with no BMW Interaction Bar replacement) | 1 FRU |
|-----|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------|

**Note:** The Affected Vehicles that are repaired (WP #1 and WP #3) DO NOT have to be programmed.

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. 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: B61 30 23 WP 1), unless otherwise required by State law.

### 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                                                                     |

