



SIB 64 03 24

2024-02-05

DELIVERY STOP: COOLANT CHANGEOVER VALVE

This Service Information Bulletin (Revision 2) replaces SI B64 03 24 **dated January 2024**.

What's New:

- Claim Information updated
- Customer Letter attachment updated

MODEL

E-Series	Model Description	Production Date
i20	iX Sports Activity Vehicle (Battery Electric Vehicle)	March 10, 2023 – January 12, 2024

AFFECTED VEHICLES

BMW AG has issued a Delivery Stop (effective January 25, 2024) on certain Model Year 2024 BMW vehicles that were produced between March 10, 2023, and January 12, 2024.

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. As of January 26, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

The coolant changeover valve may develop a coolant leak when the outside temperatures go below 19°F (-7°C).

The vehicles operating systems would also need to be at that same low temperature (example: being parked outside, overnight in low temperatures).

CORRECTION

Discuss the situation with the customer prior to delivery.

PROCEDURE

Have the customer sign the attached information letter, confirming that they have been informed of the situation.

This information letter must be enclosed with the sales contract.

CLAIM INFORMATION

Reimbursement for this Action will be via normal claim entry utilizing the work package information below.

Repair Code:	0064240200	I20 Coolant changeover valve
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Below is the special flat rate labor operation code choice for this action.

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 75 798	Customer information notification	1 FRU

Claim Repair Comments

Only reference the SIB number and that work package (Pkg) one (1) was performed in the technician's RO notes and in the claim comments section, B64 03 24 WP 1, unless otherwise required by State law. If the vehicle is a Retail Type 6, add "Service Loaner" to the RO notes. The signed letter is not required to report a vehicle as a Service Loaner.

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

Supporting Materials

[picture_as_pdf B640324 Customer Information Letter.pdf](#)

BMW OF NORTH AMERICA, LLC



Notice re: Coolant changeover valve

Dear customer,

We are delighted that you have decided to purchase a BMW, _____ Model, and Vehicle Identification Number: _____

Customer satisfaction is of paramount importance to BMW of North America. To promote this, quality checks are carried out routinely.

As a result of those efforts, we have become aware that the sealing capacity of some coolant changeover valves on certain models may be impaired if outside temperatures are low (below approximately -7 degrees Celsius / 19 degrees Fahrenheit) and the vehicle has cooled to very cold temperatures. If issues arise with your sealing capacity, a very small coolant leakage may occur under certain circumstances, such as prolonged exposure to temperatures 19 degrees Fahrenheit or lower (for example, overnight parking outside a garage). If coolant leakage is detected, you will receive a Check Control message in your vehicle ("Drive. It is possible to continue driving. Must be checked by the Service Partner.").

In the event that a notice is displayed in your vehicle or you otherwise experience a coolant leakage issue, please contact an authorized BMW Center immediately for a service appointment to replace the coolant valve at no charge to you under your BMW New Vehicle Limited Warranty.

For vehicle that do not experience a sealing capacity/coolant leakage issue, during your first regular service visit, your BMW Service Center will conduct a check to see if any corrective measure is needed.

I confirm that the information above was provided to me:

Date: _____

Customer Signature: _____

BMW Center Representative: _____

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