



SIB 65 15 24

2024-06-20

SERVICE ACTION: VARIOUS KEY FUNCTIONS INACTIVE

 THIS REPAIR IS MOBILE FRIENDLY

## MODEL

E-Series	Model Description	Production Date
G22	4 Series Coupe	March 1, 2024 – June 7, 2024
G23	4 Series Convertible	
G26	4 Series Gran Coupe	
G82	M4 Coupe	
G83	M4 Convertible	

## 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 center’s inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS
- For centers that qualify, this Service Action repair is eligible to be performed via Mobile Assistance

## SITUATION

Certain vehicles may experience operation issues with various Key functions, including:

- No NFC Key Card functionality
- No Digital Key menu in the Central Information Display (CID)
- Inability to pair a smartphone as a Digital Key through MyBMW app

## CAUSE

Missing BMW Services system settings (provisioning) in the head unit.

## CORRECTION

Download and install BMW Services system settings (Provisioning) in the head unit.

## PROCEDURE

With the vehicle out of Transport Mode as part of the QC1 hand-over inspection, download the BMW Services system settings into the vehicle via the “Update Apps and Services” function in the System Settings using the following menu path:

- System Settings
- Update Apps and Services
- Check for Updates

After the update of Apps and Services is completed, a manual reset of the head unit will be required. To accomplish this, first activate PAD mode in the vehicle. Then press and hold the volume button in the vehicle for 70 seconds.

**Note:** The head unit will go through TWO reset cycles in 70 seconds. Continue to hold the volume button until the full 70 seconds have elapsed.

## CLAIM INFORMATION

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**Note: At time of this SIB's publication, the special flat rate operation codes that apply to this action are not yet set up in the Claims system for the following Affected Vehicles:**

Series	AG MC	Models
G23	53DB	430i xDrive
G26	33AW	i4 M50
G26	43AW	i4 eDrive
G26	73AW	i4 eDrive
G26	83FB	i4 xDrive

**They will be made available in the system shortly.**

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

<b>Repair Code:</b>	<b>0065810400</b>	---
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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 (Plusposition work)	Labor Allowance
# 1	00 76 800	Head unit reset via volume control button	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
# 2	00 76 188	Head unit reset via volume control button	1 FRU

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 technician's RO notes and in the claim comments (For example: B65 15 24 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

