



SIB 64 01 24
RYTHMIC DRUM NOISE HEARD FROM HVAC

2024-06-17

This Service Information Bulletin (Revision 2) replaces SI B64 01 24 **dated February 2024**.

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THIS REPAIR IS MOBILE FRIENDLY

What’s New:

- Model, Correction, and the Procedure updated, and new pictures added.
- Parts and Claim Information sections updated; Repair Code changed.

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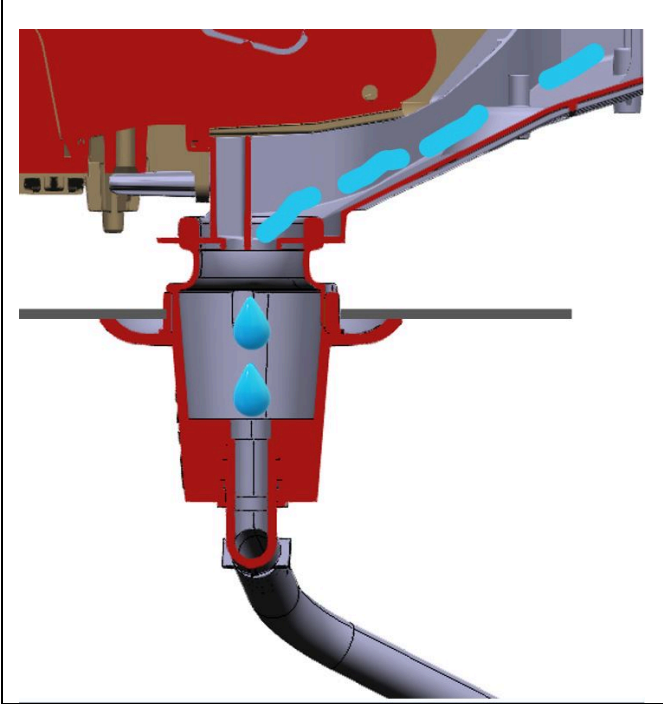
MODEL

E-Series	Model Description	Production Date
G60	5 Series Sedan Battery Electric Vehicle (BEV)	Vehicles produced up to December 31, 2023
G70	7 Series Sedan BEV	

SITUATION

A drumming noise is heard when the air conditioning system is operating.

CAUSE

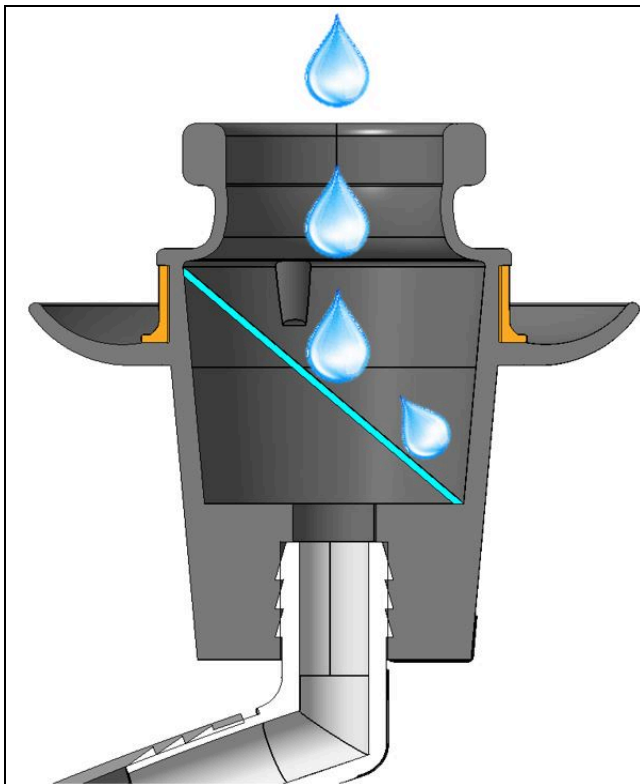


Warm temperatures combined with high air humidity may lead to the formation of condensate in the blower housing.

As a result of a high blower actuation, the formed condensate droplets are thrown vertically against the condensation drain opening at high speeds.

The resulting noise is amplified by the long condensation drainage hose, and by the geometry of the grommet and heating and air conditioning unit. These can result in an echoing effect heard from the condensate drain pipe.

CORRECTION



A ramp insert has been placed into the condensation drain plug, so the water drops falling into the condensate drain pipe are broken up- eliminating the drumming noise.

An assembly solution was implemented as of December 31, 2023 production.

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For vehicles produced prior to December 31, 2023, replace the condensation water drain hose assembly.

PROCEDURE

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00... "Observe safety instructions when handling electric vehicles".

Additional Information:

Scheduled Maintenance, or Quality Certification 1 (Pre-Delivery Inspection) on Electric or Hybrid vehicles does not require HV technical training.

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Disconnect Switch) by a properly trained technician, who has a minimum HV Qualification level after completing the Technical Training Course ST1824 (Alternative Drive Part 1). Once the vehicle's HV system is disabled (the "Blitz" - lightning bolt icon displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

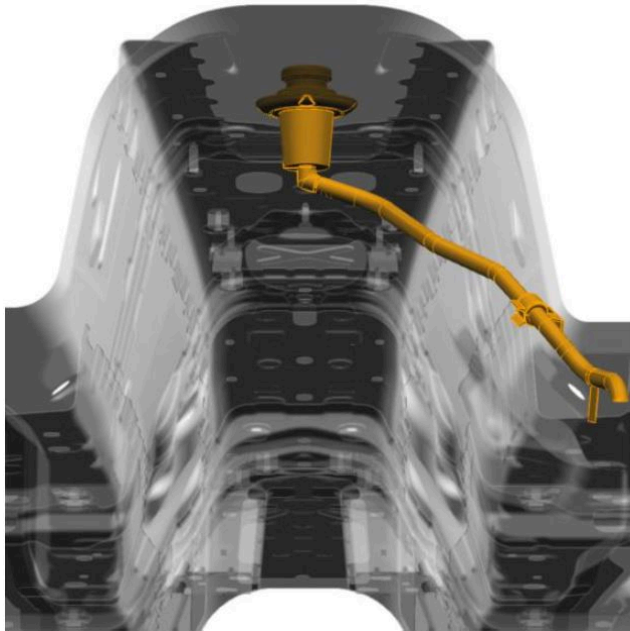
High Voltage Battery removal and rework can be performed **ONLY** by a HV Specialist Technician (certified by the Technical Training Course ST1825 – Alternative Drive Part 2), AND with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle (e.g., to repair GEN4 battery of G05 PHEV, certification from Technical Training Course "ST2006 – SP44 HV Battery" is required).

Remove High Voltage Battery unit as per
Repair Instruction **61 25 010**

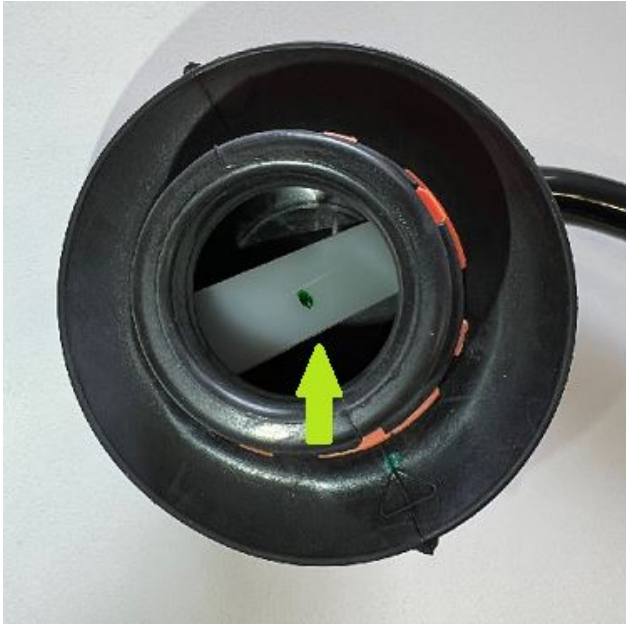


Replace the condensation water drain.

NOTE: DO NOT MODIFY the condensate drain pipe. This could allow water to collect upon the high voltage battery or back up into the HVAC box overflowing onto the vehicle floor.



The condensation drain has been optimized and can be identified by a **WHITE DOT** or revision **INDEX 02** or higher.



The optimized condensation drain can be identified by a ramp insert



Prior to installing new drain into body from below apply lubricant to the top of the seal (2) where it contacts the heater box.

NOTE: *This image was taken from inside vehicle with HVAC box removed for clarity. You do not need to access vehicle from inside the passenger compartment.*

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
64 11 5 A43 278	Condensation-water drain	1
83 23 2 360 412	Lubricant G14 (DN = 900 ml / 30.43 ounces)	Sublet up to 1 oz
83 19 5 A32 851	HT-12 Antifreeze RTU (Bulk DN = 1/10 Liter) (Pre-mix)	Sublet as needed
Or:		
83 19 2 468 442	BMW Antifreeze/Coolant (DN = 1 Gallon Concentrate) - HT-12	Sublet as needed

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/AIR), are to be selected from the Electronic Parts Catalogue, and/or other approved BMW resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repair Code:	6411900500	G6x G7x BEV Knocking noise with ventilation switched on (condensation drainage hose)
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Diagnosis

Labor Operation	Description	Labor Allowance
51 00 001*	Localizing body complaint(s) (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

Work time labor operation codes 51 00 001 and 00 58 500 are not considered Main labor operations.

Condensation-Water Drain Hose Repair

And, together with the diagnosis above that applies to your center, claim the flat rate labor operation codes below that apply, and obtain/select their FRU allowance.

Labor Operation	Description	Labor Allowance
61 25 010	Removing and installing the high-voltage battery unit (Includes draining the coolant circuit and replacing the drain amount of coolant) (Main work)	As applicable
Or:		
61 25 510	Removing and installing the high-voltage battery unit (Includes draining the coolant circuit and replacing the drain amount of coolant) (Plus position)	As applicable
And:		
00 76 640	Additional work/replace the condensation drainage hose	2 FRU

Sublet – Bulk Supply Materials (RO and Claim Comments Required)

Sublet Code 4	Reimbursement for the supported amount of repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	Up to \$100.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the top-up, and the proportional quantities used, plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comments section.

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 the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

(*) 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.

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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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

