



SIB 61 20 24

2024-09-25

DELIVERY STOP: INTERACTION BAR

This Service Information Bulletin (Revision 1) replaces SI B61 20 24 **dated August 2024**.

What's New:

- Model description simplified
- Situation updated
- Cause updated
- Correction updated
- Procedure updated
- Parts Information updated
- Claim Information updated

THIS REPAIR IS MOBILE FRIENDLY

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 Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective August 12, 2024) on certain Model Year 2023 BMW vehicles that were produced between November 10, 2022, and March 28, 2023.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

In the event of a voltage drop, comfort functions of the BMW 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

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Replace the BMW interaction bar.

PROCEDURE

Replace the BMW interaction bar following the repair instructions listed in ISTA/AIR 61 31 147.

PARTS INFORMATION

Only use and invoice the applicable part number listed below.

Part Number	Description	Quantity
61 31 5 B34 0B3	Touch control box, instrument panel (BASIC)	1
OR		
61 31 5 B48 ED8	Touch control box, instrument panel (BASIC)	1
61 31 5 B34 0B4	Touch control box, instrument panel (Option 03CD)	1

CLAIM INFORMATION

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

Repair Code:	0061780800	---
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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 77 527	Replacing the BMW Interaction Bar	10 FRU
And:			
When applicable	00 77 528	Additional work/addressing bar, if necessary	4 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 77 020	Replacing the BMW Interaction Bar	11 FRU, 12 FRU (BEV/PHEV)
And:			
When applicable	00 77 528	Additional work/addressing bar, if necessary	4 FRU

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: B61 20 24 WP 1), unless otherwise required by State law.

When applicable, explain the additional work that was performed.

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Action's repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item
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- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to [SI B01 29 16](#) for additional information.

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

