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# DEBRIS IN THE VOLUME THUMBWHEEL OF THE IDRIVE CONTROLLER

## MODEL

E-Series	Model Description	Affected Option Code
G60	5 Series Sedan	SA 42A – “Glass Controls,” or “Glass and Wood Controls”
G70	7 Series Sedan	
i20	iX Sports Activity Vehicle	

## SITUATION

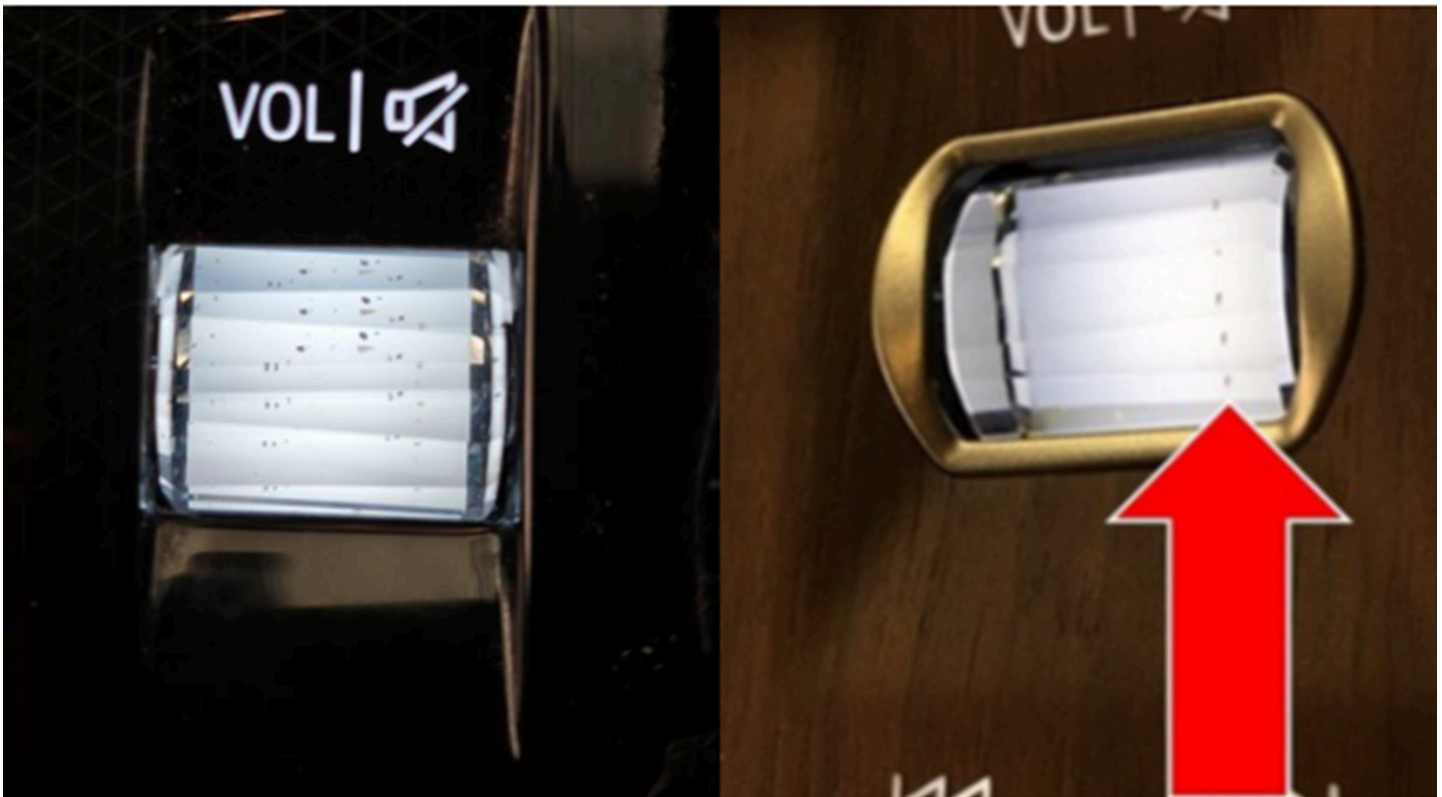
Vehicles equipped with option code 42A – “Glass Controls” or “Glass and Wood Controls”, may have specks of debris visible in the volume thumbwheel of the iDrive Controller.

## CAUSE

Small debris may accumulate inside the volume control thumbwheel of the iDrive Controller. Existing gaps between the glass application and the light guide could allow external debris to enter inside the volume thumbwheel under normal usage.

This debris can be seen through the crystal volume thumbwheel, giving the appearance of a cosmetic defect with the thumbwheel itself.

Active lighting makes this debris more visible when illuminated. This could make the false illusion of a cosmetically defective volume thumbwheel more visible (many small dark spots or streaks).



## CORRECTION

In the event of a related customer concern, proceed as follows.

1. Do **NOT** remove or replace the iDrive Controller.

2. Using compressed air, remove the debris by blowing out both sides of the volume control thumbwheel.



**Note:** Do **NOT** replace the iDrive Controller when external debris is found in the thumbwheel.

### **CLAIM INFORMATION**

This Service Information bulletin provides diagnosis and repair-related information.

Damage and/or issues caused by external influences/debris are not covered under the BMW limited warranties.

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