



SIB 64 08 25

2025-08-25

SERVICE ACTION: ELECTRIC AUXILIARY HEATER

☐	THIS REPAIR IS MOBILE FRIENDLY
☐	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop if the campaigns have a status of remedy available. Otherwise, please release the vehicle.

MODEL

i20 (iX M60, iX xDrive 50 Sports Activity Vehicle)
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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. As of May 17, 2025, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

A faulty electric auxiliary heater may have been installed in the certain vehicles. This could result in the failure of the electric auxiliary heater, utilized for the vehicle interior.

CORRECTION

Replace the electric auxiliary heater.

PROCEDURE

Follow Repair Instruction **64 12 320 Remove and install electric auxiliary heater** and replace the electric auxiliary heater.

Note: After filling with new coolant, make sure to bleed the cooling circuit.

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”.

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Service Disconnect Switch and lock out) by a properly trained HV technician, who has a minimum HV Qualification level after completing the Technical Training Course “ST2324 High Voltage Drivetrain Systems” which as of 1/2023* includes ST1824 Alternative Drive Part 1.

*** Note: As of January 2023, the HV component portion of the “ST2205 Generation 5 High-voltage class” (except for the High Voltage Battery) has been merged into “ST2324 High Voltage Drivetrain Systems”.**

Up to Generation 4 Vehicles: Once the vehicle's HV system is disabled (the "Blitz" - lightning bolt icon is 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.

For Generation 5 Vehicles however, the specific vehicle training is required to diagnose, remove and service any HV component and it is NOT allowed for non HV certified technicians to work on the high voltage system.



High Voltage Battery removal and rework can ONLY be performed by a High-voltage Certified Technician with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle, for example:

To repair GEN4 HV battery of G05 PHEV a certification from Technical Training Course "ST2006 – SP44 HV Battery" or equivalent ST1825 – Alternative Drive Part 2 is required (or as of 1/2023 the equivalent "ST 2325 for High Voltage Battery Systems").

And

To repair A GEN5 HV battery the Technical Training Course "ST2205 Generation 5 High-voltage class" is required or as of 1/2023* the equivalent "ST 2325 for High Voltage Battery Systems".

***Note:** As of January 2023, the "ST2205 Generation 5 High-voltage stand-alone class" has been merged into "ST2324 for High Voltage Drivetrain Systems" and "ST2325 for High Voltage Battery Systems"

PARTS INFORMATION

Use and invoice the part number listed below.

YOCV Ordering

Campaign Code - 3104944833

Part Number	Description	Quantity
64 12 5B683B8	Electric instantaneous water heater	1

And with the above:

Sublet - Bulk Supply Materials

Part Number	Description	Quantity
83 19 5A32851	HT-12 Antifreeze RTU (Bulk DN = 1/10 Liter) (Pre-mix)	As required
Or:		
83 19 2468442	BMW Antifreeze/Coolant (DN = 1 Gallon Concentrate) - HT-12	As required

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants (in sublet), 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 Catalog, and/or other approved BMW Group's resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

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

Repair Code:	0064460200	I20 Replacing interior electric auxiliary heater
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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 (New in-stock/No in-service date), or the vehicle is already in the workshop for another reason and/or repair.

Work Pkg	Labor Operation	Description (Plusposition)	Labor Allowance
# 1	00 78 765	Replacing the electric auxiliary heater for the vehicle interior	18 FRU

Or:

The vehicle arrives at your center and this Service 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 78 218	Replacing the electric auxiliary heater for the vehicle interior	20 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

Reference the SIB number, the issue (briefly), and the work package (WP) number performed in the technician's RO notes, and in the claim comments (For example: B64 08 25 Replace electric auxiliary heater WP 1), unless otherwise required by State law.

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

Sublet Code 4	Reimbursement for the support repair-related bulk supply material amount (Do not use the BMW part numbers for claim submission)	Up to \$50.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the full or proportional quantity used plus your center's handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained. The one-gallon concentrate's part number quantity as needed to obtain a 50/50 coolant/water solution.

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

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

This Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

- 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.

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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

