



SIB 64 03 26

COOLANT PUMP NOISES PERCEPTIBLE IN VEHICLE INTERIOR

2026-05-07

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

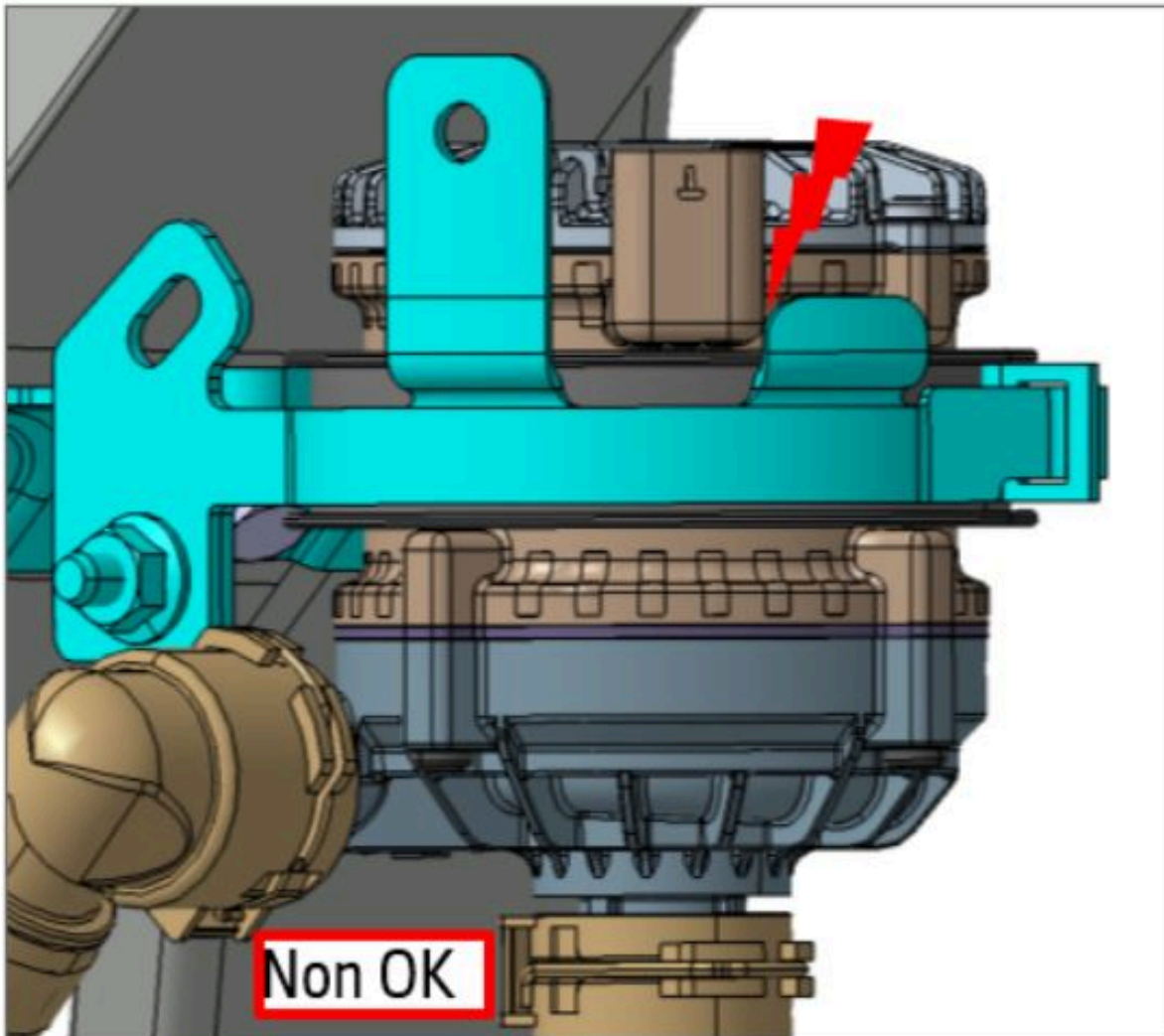
E-Series	Model Description	Production Date
i20	iX Sports Activity Vehicle (SAV, BEV)	Vehicles produced from March 1 2025

SITUATION

After starting up the vehicle, a distinct, constant, “humming” noise can be heard from the right area of the instrument panel.

CAUSE

Incorrect positioning of the auxiliary coolant pump (brown) within the metal holder (blue) renders the acoustic decoupling of the pump ineffective. Interference noises can travel into the vehicle interior via the body. Reference the picture below.



CORRECTION

Check the positioning of the auxiliary coolant pump in the holder. Loosen the pump in the holder and rotate to a position where there is no direct contact between the pump electrical connector and the holder.

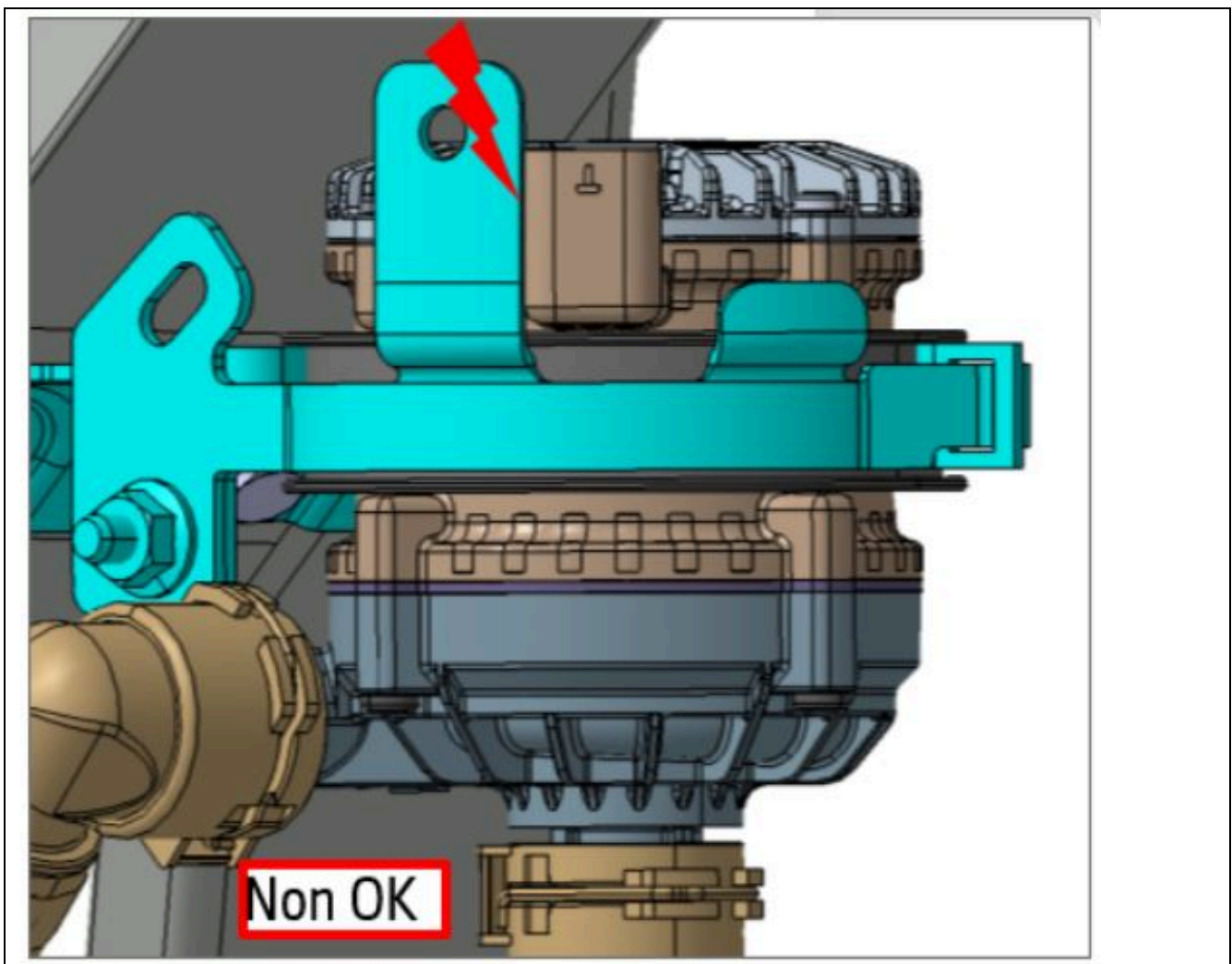
PROCEDURE

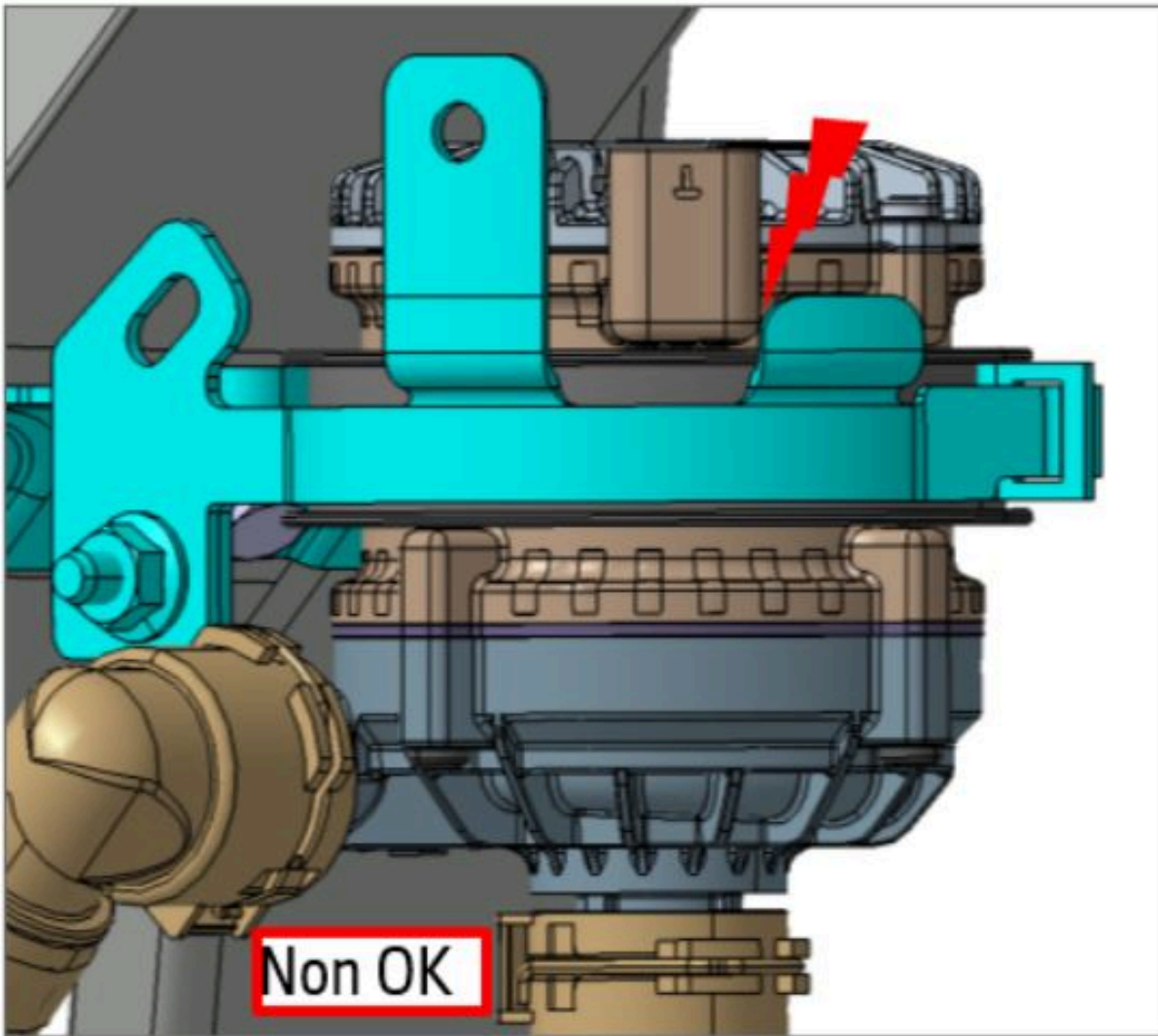
To address this issue, proceed as follows.

1-The positioning of the auxiliary coolant pump in its holder must be checked first.

Access the pump per **64 11 262 | REP-REP-P-6411262-I20** - V.2 "Removing and installing the auxiliary coolant pump for the heater circuit".

If the connector housing is in contact with the bracket of the holder (along the vertical edges shown at red "lightning bolt" in either photo below), the rubber-like decoupling ring of the auxiliary coolant pump becomes ineffective. Interference noises occur during the operation of the auxiliary coolant pump.

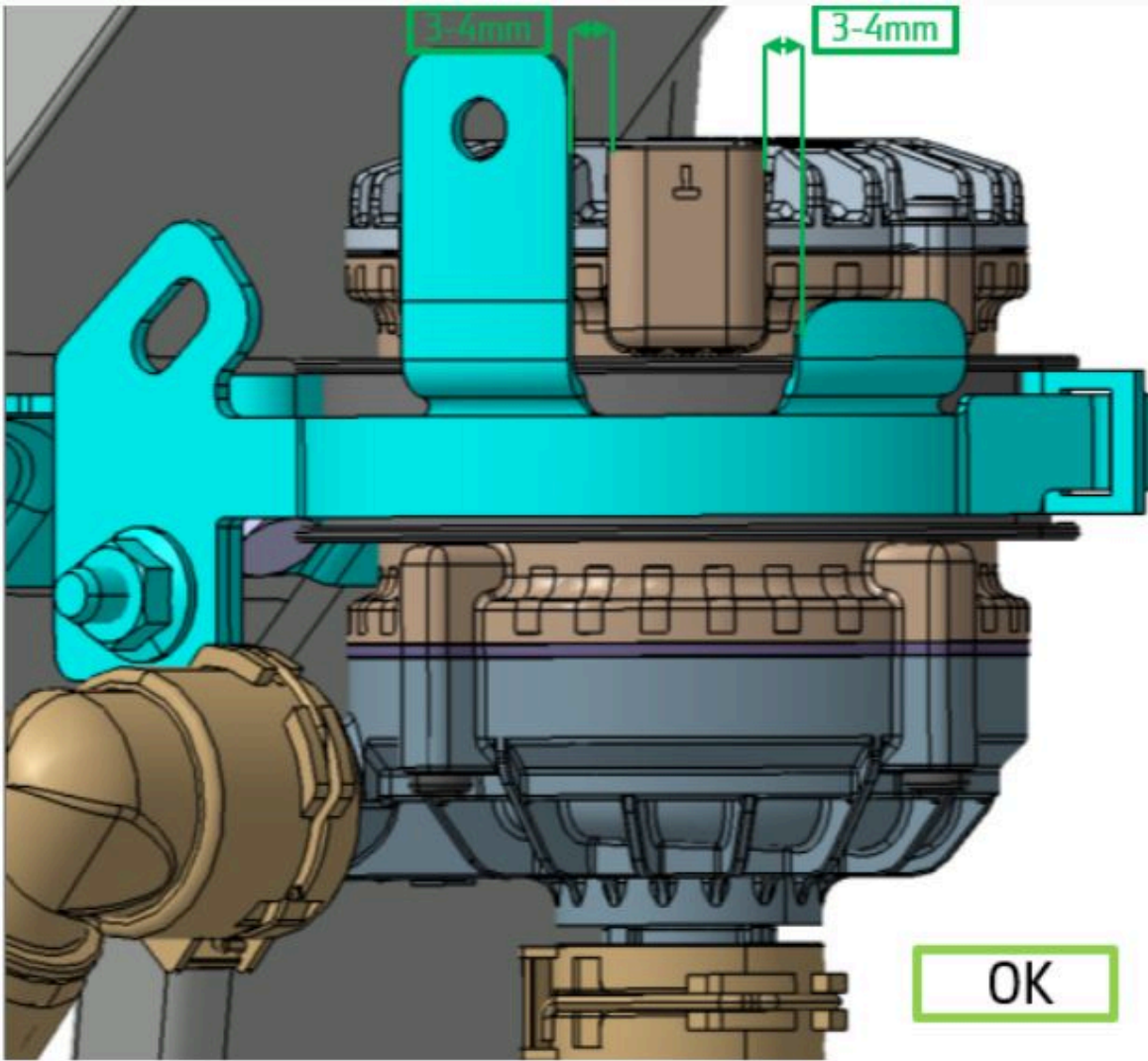




2-If you find it in one of the above positions, the positioning of the auxiliary coolant pump in the holder must be changed.

Unscrew the clamp connection of the holder.

Position the holder on the pump so that the electrical connector on the auxiliary coolant pump has 3+ mm of clearance on both sides as shown below:



Fasten the clamp connection of the holder as described in the repair instructions **64 11 262 | REP-REP-P-6411262-I20 - V.2** Removing and installing the auxiliary coolant pump for the heater circuit (**Reference only, draining the coolant and complete removal of the pump is not required**).

Then complete the vehicle work and reassess if the noise is no longer transmitted inside the passenger compartment.

NOTES:

- A part exchange of the auxiliary coolant pump when the connector is not aligned correctly does not provide a remedy and is therefore not permitted
- ONLY if AFTER repositioning the auxiliary coolant pump and if the pump-related noise was not eliminated, then a part exchange of the auxiliary coolant pump is permitted after it is determined that this component is the cause

PARTS INFORMATION

When applicable, 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
11 51 5A33F22	Auxiliary coolant pump (ONLY if needed)	1

CLAIM INFORMATION

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

Repair Code:	6411353900	Auxiliary coolant pump / circulating pump (heater circuit / stationary heating system) Unpleasant noises
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Diagnosis

Labor Operation	Description	Labor Allowance
51 00 001*	Localizing body complaint(s) (Work time to determine if the auxiliary coolant pump is correctly positioned in the holder)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

And, with the diagnosis above that applies to your center together with the flat rate allowances for the work below that was performed.

Re-position the Holder for the Auxiliary Coolant Pump

Labor Operation	Description	Labor Allowance
51 75 120	Removing and installing the left front undershield (Main work) (Includes 51 47 500 Removing and installing the underbody protection)	As applicable
Or:		
51 75 620	51 75 620 Removing and installing the left front undershield (Plusposition work) (Includes 51 47 500 Removing and installing the underbody protection)	As applicable
And:		
61 20 900	61 20 900 Disconnecting and connecting battery ground lead (Includes 61 25 900 for disconnecting high-voltage system from power and 41 61 516 to move the hood to the service position)	As applicable
And:		
64 99 000	Auxiliary coolant pump is found incorrectly positioned in the holder: Work time to unscrew the holder's clamp connection and re-position the holder to provide the correct clearance for the auxiliary coolant pump, and retorquing the holder's clamp connection as described in the repair instructions	5 FRU

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 51 75 620 instead of 51 75 120.

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

(*) 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.

Other Repair (Pump is already or after correctly positioning the pump in the holder)

If other eligible and covered work is performed because of the approved diagnosis procedures, claim this work with the applicable Repair Code and the labor operation codes (including the diagnosis*) that applies.

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