



SIB 64 01 24

2024-02-20

RYTHMIC DRUM NOISE HEARD FROM HVAC

This Service Information Bulletin (Revision 1) replaces SI B64 01 24 **dated January 2024**.

THIS REPAIR IS MOBILE FRIENDLY

What's New:

- Procedure updated
- Parts, & Claim information added

MODEL

E-Series	Model Description	Production Date
G60	5 Series Sedan Battery Electric Vehicle (BEV)	Vehicles produced up to December 1, 2023
G70	7 Series Sedan BEV	

SITUATION

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

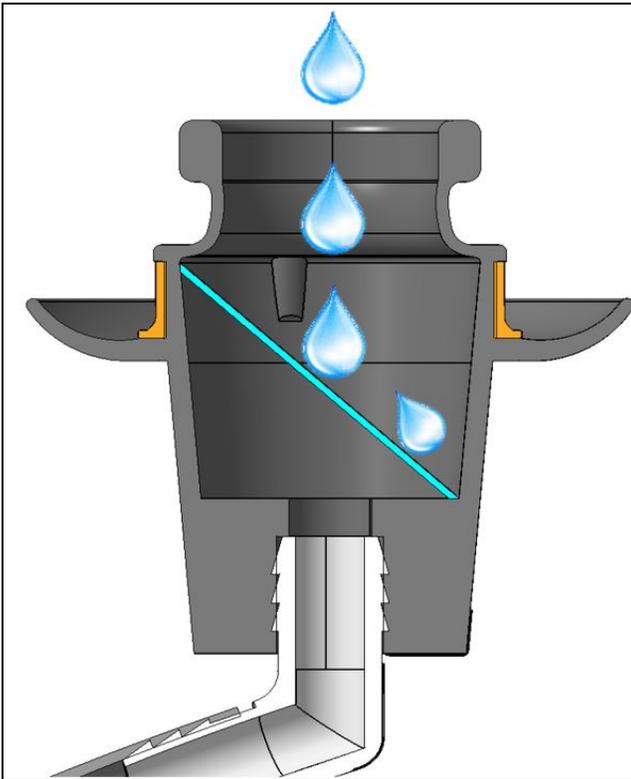
CAUSE

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 2023 production.

For vehicles produced prior to December 2023, replace the condensation water drain (shown here in dark grey).

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:

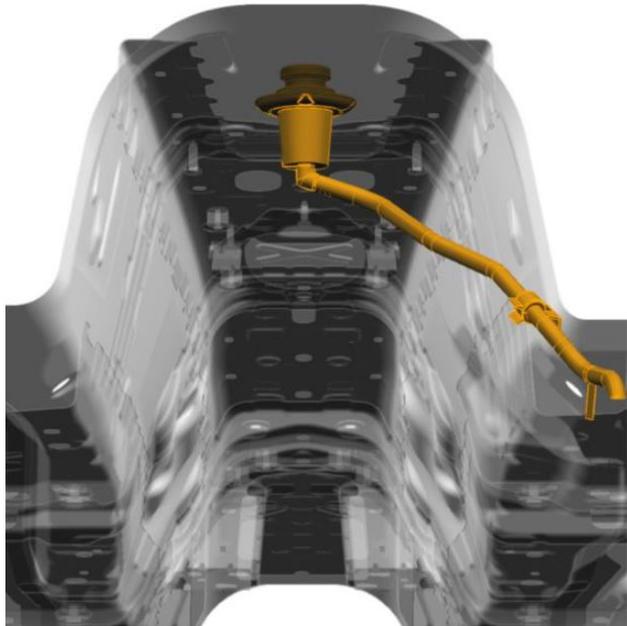
Scheduled Maintenance, or Quality Certification 1 (Pre-Delivery Inspection) on Electric or Hybrid vehicles does not require HV technical training.

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).

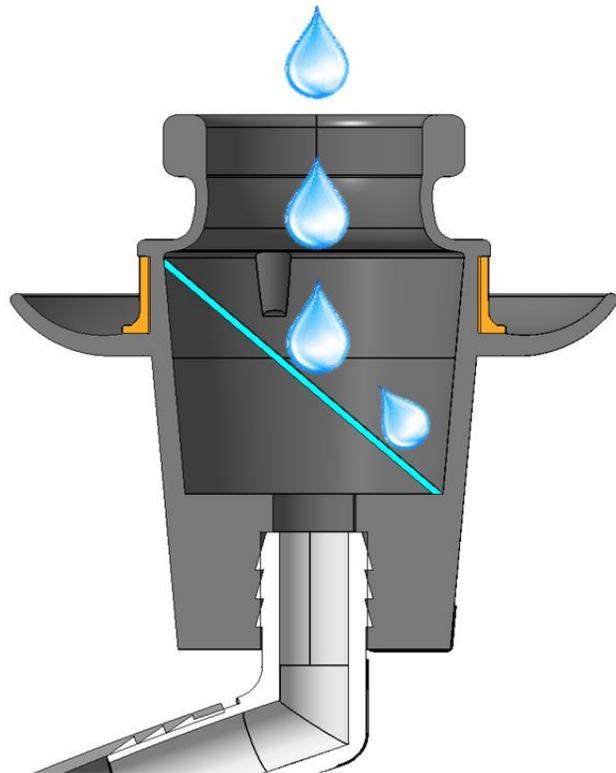


Remove High Voltage Battery unit as per Repair Instruction **61 25 010**



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.



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 (900 ml / 30.43 ounces)	Sublet as needed
83 19 2 446 563	BMW Group R-1234YF - (10 lb / 160 oz, DN = 1 oz)	Top-up qty 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 as described below.

Repair Code:	6411333200	Moisture condensate drain hose on air conditioning Deformed / distorted / bent
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
61 25 010	Removing and installing the high-voltage battery unit (Includes suctioning/evacuating, and re-charging the air conditioning system) (Main work)	As applicable
Or:		
61 25 510	Removing and installing the high-voltage battery unit (Includes suctioning/evacuating, and re-charging the air conditioning system) (Plusposition)	As applicable
And, as needed:		
51 00 001*	Localizing body complaint(s) (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
64 99 000	Work time to replace the air conditioning system's condensation (water/moisture) drain hose	2 FRU

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Work time labor operation codes 51 00 001, 00 58 500, and 64 99 000 are not considered Main labor operations.

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use the BMW part number for claim submission)
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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 Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the "Search" button. Next, click on the "Flat Rate Units" button and enter the flat rate labor operation code in the field to the right, click "Search" to display the Flat Rate Unit Group detail choices.

(* 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
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

