



This Service Information bulletin supersedes SI B64 04 07 **dated January 2008.**

NEW designates changes to this revision

SUBJECT

Heating and Air Conditioning Symptom Diagnosis

MODEL

NEW E82, E88 (1 Series)

E90, E91, E92, E93 (3 Series)

E60, E61 (5 Series)

E63, E64 (6 Series)

E70 (X5)

NEW E71 (X6)

SITUATION

With the release of DIS V48 and DIS V49, symptom troubleshooting has now been expanded to include the heating and air conditioning system as it relates to mechanical and electro-mechanical faults. **Always use the current diagnostic software whenever performing symptom troubleshooting.**

CAUSE

Due to the complexity of current vehicle systems and the use of distributed functions, it is becoming more difficult to test and repair these systems using straightforward fault code diagnosis. Also, in most cases, faults stored are not relevant when it comes to the actual customer complaint, even if a fault is present.

The information in symptom diagnosis was based on technician feedback and experiences in dealing with these symptoms.

PROCEDURE

1. Identify the exact customer complaint.
2. Perform a short test using the current diagnosis software.
3. Page right to the "Diagnosis Fault symptom selection" screen.
4. Select "6400 Heater and A/C systems".
5. At this point, select the symptom which best fits the customer complaint. The following selections are available (note: symptoms may vary slightly with each new DIS version and model selection):
 - "640001 Malfunction, fan"
 - "640002 Malfunction, recirculated air"
 - "640003 No/insufficient cooling capacity"

- "640004 No heat output"
 - "640006 Reduced cooling output"
 - "640007 Incorrect function of rear-cabin stratification flaps"
 - "640011 A/C system causes noises"
 - "640014 Unpleasant smells in the vehicle interior"
 - "640015 Seat heating unlike steering-wheel heating still active after renewed engine start"
 - "640016 The AC-system fan only delivers hot air after an extended period of driving"
 - "640017 A/C system, no cooling output"
 - "640018 Windscreen Misting"
 - " **NEW** 640019 White flakes from ventilation grilles"
6. Once the symptom is selected, push the "Transfer" button to move the symptom into the "Accepted symptoms" field.
7. Page right and highlight the test plan associated with your symptom selection.
8. Start the test plan and finish the diagnosis.

WARRANTY INFORMATION

For information only

Warranty claims may be denied:

- 1. If not supported by diagnostic test plans (transferred via FASTA). Be sure to include the "Diagnostic code" in the comments section of the warranty claim.**
- 2. If the latest diagnostic software is not used.**