

BSH Service	Regional Message	Date: 12.01.2022 No: 58300000229914_B Page no: 1/3
Brand: BOSCH , SIEMENS Product Group: Oven	Topic: E5122 error code appears in Steam Ovens.	Prepared by: Hamed Fayeghi Email: Hamed.fayeghi@bshg.com Tel : +90 (216) 528 92 23
Distribution Regions: NE, ME		

This ARM cancels the older versions.
Changes: service solution for services with and without i-service

Dear Service Manager,

BSH manufactured IC6/EOX6 series steam ovens in the scope of FD0012 and earlier may face with,

**"Error E5122 (E51-22) appears on the screen and
The rinsing process stops automatically"**

In such situations the application to be followed is given below.

The fault:

After descaling, the steam system must be rinsed with fresh water. The rinsing process consists of 4 cycles. After the 2nd cycle, the water tank must be replaced. During the 3rd or 4th rinsing cycle, the E5122 error appears on the screen and the rinsing process stops automatically. After the device is turned on again, the rinsing process will start automatically. The device cannot be used until the rinsing process is completed successfully.

Cause of problem:

As a result of the heating of the pump, its performance decreases. The drain pump runs for a long time during rinsing
Overheating occurs in the pump. With a decrease in pump performance
The evaporator empty detection time is not long enough and error code E5122 is displayed.

Service Solution:

Service Solution (For Services with I-service Entitlement)

As a Preventive Repair;

When visiting customer for any other reason than E5122;

- Just flash the Steam Module(StM) software with the latest version 0031 or higher.

When visiting customer because of E5122 Error Code;

- Flash the Steam Module(StM) software to the latest version 0031 or higher and replace the drain pump.

Materials needed for repair:

Steam Module(StM) software: current version 0031 or higher

<u>Material type</u>	<u>Pump material code</u>
<u>With microwave feature</u>	<u>12007673</u>
<u>Without microwave feature</u>	<u>12014205</u>

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Service Solution (for Services without I-service Authorization):

As a Preventive Repair;

There is no preventive repair application for services without I-service authorization.

In case of Repair due to E5122 Error Code;

- Replace the drain pump.
- If the error code is not cleared, create an eFSB with the screenshot showing the error code.

Materials needed for repair:

<u>Material type</u>	<u>Pump material code</u>
<u>With microwave feature</u>	<u>12007673</u>
<u>Without microwave feature</u>	<u>12014205</u>

Affected models:

BOSCH					
HRG636XS6/01	HRG636XS7/45	HRG656XS2/01	HRG656XS2/63	HSG656XS1/35	HSG656XS1/76
HRG636XS6/05	HRG636XS7/50	HRG656XS2/05	HRG656XS2/68	HSG656XS1/40	HSG656XS1/81
HRG636XS6/13	HRG636XS7/52	HRG656XS2/15	HRG656XS2/75	HSG656XS1/44	HSG656XS1/88
HRG636XS6/15	HRG636XS7/58	HRG656XS2/17	HRG656XS2/79	HSG656XS1/50	
HRG636XS6/25	HRG636XS7/61	HRG656XS2/26	HRG656XS2/81	HSG656XS1/51	
HRG636XS6/30	HRG636XS7/63	HRG656XS2/30	HRG656XS2/82	HSG656XS1/52	
HRG636XS6/35	HRG636XS7/68	HRG656XS2/35	HSG656XS1/01	HSG656XS1/56	
HRG636XS6/38	HRG636XS7/75	HRG656XS2/40	HSG656XS1/05	HSG656XS1/61	
HRG636XS6/40	HRG636XS7/81	HRG656XS2/45	HSG656XS1/15	HSG656XS1/63	
HRG636XS6/41	HRG636XS7/82	HRG656XS2/50	HSG656XS1/24	HSG656XS1/68	
HRG636XS6/45	HRG656XS1/01	HRG656XS2/58	HSG656XS1/25	HSG656XS1/74	

SIEMENS					
CN838GRB6/32	CR676G0S1/05	HN678G4S1/05	HN678G4S1/69	HN678G4S6/41	HN678G4S6/87
CN838GRB6/35	CR676G0S1/35	HN678G4S1/09	HN678G4S1/75	HN678G4S6/48	HS636GDS1/01
CN838GRB6/40	CR676G0S1/38	HN678G4S1/18	HN678G4S6/01	HN678G4S6/49	HS636GDS1/05
CN838GRB6/41	CR676G0S1/40	HN678G4S1/20	HN678G4S6/04	HN678G4S6/50	HS636GDS1/24
CN838GRB6/48	CS856GPS1/01	HN678G4S1/26	HN678G4S6/05	HN678G4S6/52	HS636GDS1/25
CN838GRB6/53	CS856GPS1/23	HN678G4S1/35	HN678G4S6/13	HN678G4S6/63	HS636GDS1/35

SIEMENS					
CN838GRB6/53	CS856GPS1/23	HN678G4S1/35	HN678G4S6/13	HN678G4S6/63	HS636GDS1/35
CN838GRB6/63	CS856GPS1/25	HN678G4S1/40	HN678G4S6/18	HN678G4S6/68	HS636GDS1/39
CN838GRB6/67	CS856GPS1/33	HN678G4S1/48	HN678G4S6/20	HN678G4S6/69	HS636GDS1/40
CN838GRB6/69	CS856GPS1/34	HN678G4S1/49	HN678G4S6/24	HN678G4S6/75	HS636GDS1/44
CN838GRB6/79	CS856GPS1/35	HN678G4S1/50	HN678G4S6/26	HN678G4S6/79	HS636GDS1/50
CN838GRB6/82	CS856GPS1/39	HN678G4S1/52	HN678G4S6/28	HN678G4S6/82	HS636GDS1/51
CN838GRB6/84	CS856GPS1/40	HN678G4S1/53	HN678G4S6/35	HN678G4S6/83	HS636GDS1/52
CR676G0S1/01	HN678G4S1/01	HN678G4S1/63	HN678G4S6/40	HN678G4S6/84	
HS636GDS1/63	HS636GDS2/57	HS636GDS2/63	HS636GDS2/68	HS636GDS2/72	

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Please inform your technicians and relevant technical employees about this matter.

Kind regards,

BSH Ev Aletleri Sanayi ve Ticaret A.Ş.
Central Asia, Near East, Middle east, Customer service department

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by customer : J-C Deschamps 40250
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