

FAQ LIST TCU+CPT9000

04/08/04

	Question	Solution
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System/ HW

1	Problems with 6 946 537 eject box: What is the right position for the phone v60 and v60s?	Please make sure that the ejectbox is in the right position, see picture. If the ejectbox doesn't lock in the right position then replace the ejectbox.
2	After flashing E65 with CIP9.4 or higher there is low volume in the hands-free system.	ASK audio coding level change impacts telephone audio. Solution is implimented fo 3/05
3	E65 Phoneboard dials double digits.	<i>Resolved with E65 9/04 production. New HW can be retrofited to all . New Phoneboard PN, 6 950 110</i>

Coding/SW

4	<i>When installing CPT9000 on E53, not possible to "retrofit TCU according to coding code".</i>	<i>Refer to attachment to SI B81 04 03</i>
5	<i>SVS is not active on CCC cars.</i>	<i>Service Measure B84 204 04, Possible Service action to correct, supply VO on customer complaint basis only.</i>
6	<i>When performing CPT9000 install on E46 with DIS CD36 the VO needes to be manual edited. TELD is added to the VO instead of TEPR.</i>	<i>Covered in SI B84 01 03</i>
7	E60 handset retrofit performed with errors, such as K639 missing from the VO or wrong Key-Word is added.	Please refer to SI B84 01 03.
8	E60 handset retrofit performed and it still shows "Car Phone" in the CID.	Please refer to SI B84 01 03.
9	If the phone button is pressed on the MFL without the handset installed in the vehicle, the vehicle calls ATX/911 or makes a call with fax tones	Please refer to SI B83 03 04. Problem will be fixed in 03/04.
10	E6x vehicles enable services is grayed out.	Please refer to SI B84 15 03.
11	Phone loses connection with vehicle when left in the vehicle and the car has entered sleep mode.	Sporadic problem will be fixed in 03/05
12	<i>I Bus cars with BMW Assist, Emergency button status display in DIS is reversed.</i>	<i>See Service Measure B84 206 04. Problem will be corrected with DIS CD38.</i>

Installation/Updates

13	Where are the installation instructions for CPT9000?	Installation instruction on ASAP
14	Fakra connectors for NAV/NON NAV equipped vehicles. One or two antenna cables and what are their colors?	ES-US-10 will supply updated Antenna Chart with details
15	New TCU E65. What to do with white fakra that is now not used?	White fakra is Blue Tooth connection, will be used in 03/05. Does not have to be connected at current replacement units (presently not used).
16	SES function on '04 X5 - is installation approved?	SES installation for '04 X5 modells will be reviewed and rereleased.
18	Bumper antenna installation instructions on ASAP. They get to the web site and STILL cannot find them due to 326 part number not being valid.	Please refer to the phone installation instruction, special section bumper installation instruction.
19	<i>When installing handset on E60 there is no signal strenght.</i>	<i>Antenna cable for CPT9000 has to be connected, Left rear trunk, SRT topic. Covered in SI B84 01 03</i>
20	Can a TCU go from vehicle to vehicle - process/procedure?	No, TCU swapping is not supported, not allowed because of internal phone of the TCU.

Assist

21	Why does vehicle dial 911 during an Assist call?	<i>Call protocol dials 911 as last attempt voice call. This implies that the TCU has failed all call attempts to ATX. After 12/03 TCU no longer calls 911 as last attempt.</i>
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22	Assist call center not getting vehicle location E6x - troubleshooting/diagnostic procedures?	E6x uses SMS to send the location of the vehicle to the call center. The call center can and should force a retransmit of the location if none is received. The retransmit data is sent over the voice channel and is not dependent on the availability of SMS.
23	Assist not getting VIN E6x	<i>Verify that the Assist Customer Care Center has the correct vehicle data on file. Recoding of TCU and sleep cycle may be required.</i>
24	<i>Not able to initialize BMW Assist on E60, E63, E64.</i>	<i>Refer to attachment to SI B84 15 03 . For individual problems, please submit a PuMA case to the BMW technical hotline</i>
25	<i>BMW Asist test call, MIN not matching VIN E60, E63, E64.</i>	<i>Please call customer care hotline.</i>
26	Answering a call waiting call not possible.	<i>Call waiting calls can be answered using the portable phone. To do this it is necessary to open the armrest cover and open the phone. Call waiting is not supported for E6x and I-Bus over the headunit/MMI. Call waiting is supported in E65 over the phoneboard</i>