



**NEW** designates changes to this revision

## SUBJECT

### Erroneous SOS Inactive Warning Message

## MODEL

E60, E61 (5 Series) with SA609 (Navigation) up to 8/07 production

E63, E64 (6 Series) up to 8/07 production

E70 (X5) vehicles equipped with ZPP ( Premium Package) or SA639 (BMW Assist) and Navigation

(SA609) up to 9/07 production

E90, E91, E92, E93 (3 Series) vehicles equipped with ZPP (Premium Package) or SA639 (BMW Assist) up to 8/07 production

## SITUATION

An erroneous check control message stating the 'SOS inactive' is displayed. The BMW Assist™ system functions normally.

**NEW** KOMBI Fault Code: A554 (Alive Phone) stored in fault memory when using DIS V51 or higher.

## CAUSE

Software error in the RAD2 or CCC.

## PROCEDURE

1. Verify the customer complaint. Make sure the customer's complaint is not related to [SI B84 17 07](#) (SOS Inactive Warning Message, No Communication with TCU). **Refer to [SI B84 17 07](#) for any of the complaints below:**
  - The Telematics Control Unit (TCU) is NOT identified when performing a short test using the DISplus or GT1.
  - If the SOS button is pressed the call connects but the radio is not muted. The BMW Assist™ phone calls audio comes from the emergency speaker.
  - **Bluetooth:** An approved Bluetooth® enabled handset that previously worked no longer connects to the vehicle. The Bluetooth menus for pairing a device to the vehicle are unavailable.
  - **RAD2 vehicles:** The BMW Assist icon and phone icon are missing from the Radio display.
  - **CCC vehicles:** Enable Services is grayed out.
2. Perform a short test using the DISplus or GT1.
3. Work through any Telematics Control Unit (TCU) and MOST-bus communication faults. Diagnose and repair as necessary.

Check the BMW Assist account status on DCSnet. The BMW Assist services expiration date and the TCU activation status can be checked on DCSnet under Service/Vehicle History Inquiry. Refer to [SI B02 01 06](#) (Updated DCSnet Vehicle History Inquiry information on BMW Assist) for more information.

- If the customer has an active BMW Assist services account, test the BMW Assist services following the information outlined in 'Testing of BMW Assist Services' section of this bulletin.
  - BMW Assist does not work, continue normal diagnosis
  - BMW Assist works, proceed to step 4.
- If the customer is an Inactive BMW Assist services client, deactivate Telematics following the procedure outline in 'Deactivation of Telematics' section of this bulletin. After deactivating Telematics, no further work is required.
- 4. **NEW** If there are no TCU or MOST-bus communication faults, code the complete vehicle per [SI B09 05 01](#) (Coding, Individualization, Programming), Procedure E, using **Progman V27.01.00** or higher. Note: This will automatically update any control modules not at the latest software level.
  - **E60, E61, E63, E64 - Target Data Status: E06x-07-09-520**
  - **E70- Target Data Status: E070-07-09-520**
  - **E90, E91, E92, E93 - Target Data Status: E89x-07-09-520**

#### TEST OF BMW ASSIST SERVICES

Test the BMW Assist service for proper operation by placing a test call (press the SOS or Roadside Assistance "Wrench" button). Make sure the BMW Assist Response Center has received the correct MIN/MDN/VIN and location for the vehicle. Have the representative update their records as needed.

#### DEACTIVATION OF TELEMATICS

1. Refer to the retrofits section of [SI B09 05 01](#) and select "**Active/Deactivate Telematics**". This will add "+TELD" to the vehicle order. Follow the onscreen prompts to complete this procedure. Note: This will automatically update any control modules not at the latest software level.
2. Code the complete vehicle per [SI B09 05 01](#) (Coding, Individualization, Programming), Procedure E, using **CIP 26.00.01** or higher.
3. This will eliminate BMW Assist as a selectable option in the radio or Central Information Display (CID). This means the option to "Enable Services" will no longer be a selectable option.

#### **NEW** WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty.

<b>Defect Code</b>	<b>84 11 90 11 00</b>
Labor Operation:	00 57 118
Labor Allowance:	13 FRU                      Program and code the complete vehicle
Labor Operation:	00 57 119

Labor Allowance: 14 FRU Program and code the complete vehicle  
(Including CAS)

Labor Operation: +00 57 776

Labor Allowance: 11 FRU Program and code the complete vehicle

Labor Operation: +00 57 777

Labor Allowance: 12 Program and code the complete vehicle  
(Including CAS)

**It is only permissible to select one labor operation.**

### **Additional Programming Information**

If the measure plan in Progman specifies that programming should be repeated and/or control units should be replaced proceed as follows:

- Print measure plan and final report.
- Refer to KSD for additional labor information.
- Additional costs associated with programming should be charged to the defect code listed in this bulletin.

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