



Similar information may be found in Service Information bulletin [SI B24 19 07](#) dated November 2007.

SUBJECT

Diagnostic for GWS Faults - Drive Position "D" Cannot be Engaged

MODEL

E60, E61 with 6HP19TU or 6HP26TU transmissions

Vehicles produced from 02/25/07 up to 09/01/07

SITUATION

The customer complains that after the engine has started or during parking maneuvers, the drive position "D" cannot be engaged using the GWS (Gear Selector Switch).

The DIS/GT1 diagnostic short test finds fault codes ("currently not present") stored in the GWS Gear Selector Switch (A838, A830, A82A) or in the EGS transmission control module (51AB).

None of customer's complaints can be reproduced in the workshop or during test drives.

CAUSES

1. The customer is not familiar with GWS operation (incorrect driver usage).
2. In certain cases there may be a possible hardware fault in the GWS shifter.

CORRECTION

The following fault codes description provides helpful diagnostic hints when dealing with GWS related complaints on E6X 6HP19TU/6HP26TU equipped vehicles:

- **A838 "Play protection blocking active"**. This fault is set when a lock button is pressed and released numerous times (more than 20 times during a 40 seconds time period with KL15 on). After the fault is set, the locking function does not work – the shifter can be moved forwards and backwards without pressing the unlock button. D or R is not engaged. The transmission stays in Park.
- **A830 "Resetting system faulty"**. This fault is set if the GWS shifter cannot return from the steptronic gate (left position) to the middle position when P is selected. The main reason for this fault is a mechanical blockage. If the shifter is being manually held to the left while the P button is pressed, after five return attempts the A830 fault will be set with the P indicator flashing. Also, this fault may occur under extreme environmental conditions: extremely high or low ambient temperatures; under voltage conditions; or due to incorrect installation (excessive pressure from the shift gate bezel on the shifter disc).
- **A82A "Parking button faulty"**. This fault is set when the P button is pressed very slowly, and/or the button is not fully depressed.
- **51AB "EGS incorrect signal from GWS: P button"**. A fault is stored in the EGS module when the GWS fault code A82A was present (see above). Continue diagnosis in the GWS shifter test plan.

If all four faults are stored, then there is a strong indication that the customer is not fully familiar with the GWS operation strategy. For example: when performing a "three point turn" parking maneuver, the customer needs to move the GWS shifter from the steptronic gate (if driving in the sport or manual mode) to the center position prior to engaging the R or D gears. In such a situation, the customer needs to be advised on the proper operation of the GWS shifter.

Important Note:

Please remind the customer that the drive position D or R gear request from the GWS shifter will be ignored (the transmission will stay in Park) if the driver's door is not fully closed and the driver's seat belt is not latched. Also, if the driver were to leave the vehicle with the engine running with drive position D or R selected, the automatic transmission would automatically shift into the park position P.

This is a built-in safety feature of the EGS/GWS, not a system malfunction.

When diagnosing any GWS related complaint or fault always perform all applicable steps of the DIS/GT1 test plan module B5116_GWSPER_E6.

The GWS should only be replaced when prompted by the DIS/GT1 test plans and after careful evaluation of the all GWS faults stored.

PARTS INFORMATION

Part Number	Description	Quantity
61 31 9 165 669	GWS for vehicles with auto transmission (option code S205)	1
61 31 9 165 671	GWS for vehicles with sport auto transmission (option code S2TBA)	1

WARRANTY INFORMATION

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

Please refer to the latest KSD for all applicable labor operations and allowances.

If the appropriate labor operation is not contained in KSD, then a work time labor operation should be used.

Defect Code **25 16 08 66 00**

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