



This Service Information bulletin supersedes S.I. B84 17 07 **dated August 2007**.

NEW designates changes to this revision

SUBJECT

SOS Inactive Warning Message, No Communication with TCU

MODEL

E60, E61 (5 Series)

E63, E64 (6 Series)

NEW E65, E66 (7 Series)

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

E90, E91, E92, E93 (3 Series) vehicles equipped with ZPP (Premium Package) or SA639 (BMW Assist)

SITUATION

A check control message stating the 'SOS inactive' is displayed.

- 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® enable handset which 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.

CAUSE

- TCU Hardware failure.
- MOST-bus communication issue.
- Incompatible handset paired to the vehicle.

PROCEDURE

1. Duplicate the complaint.
2. Does the customer have a Bluetooth handset paired to the vehicle?

- If no, proceed to step 3.
- If yes, obtain the following information:
 - Manufacturer of the handset
 - Handset model number
 - Software number
 - Does the problem only occur when a handset is paired to the vehicle?

Note: Pairing on an incompatible handset can have adverse affects. Please refer to the 'Compatible Handset Information' section of this bulletin for more information.

3. 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.
4. Perform a short test using the DISplus or GT1.
5. Is the TCU identified when performing a short test?
 - Yes, proceed to step 6.
 - No, are any other MOST-bus modules identified?
 - Yes, check power, ground and the MOST-bus at the TCU.
 - No, perform a MOST-bus system analysis.
6. Work through any MOST-bus communication faults. Diagnose and repair as necessary.
 - Check the MOST bus splice point for connection problems.
 - Check the MOST-bus optical connection. E.g. were the OPS/OPPS head is connected.
 - If anything was retrofitted on the MOST-bus (E.g. CDC, i-Pod, S-DARS, etc.) check the connections at the module that was retrofitted.
7. If you can not duplicate the customer complaint and there are no MOST-bus communication faults, refer to SI B84 16 07 (Erroneous SOS Inactive Warning Messages).
8. If the DISplus/GT1 cannot communicate with the TCU, power and ground are OK at the TCU and the MOST-bus communication is OK; the TCU should be replaced. Proceed to step 9.

TCU REPLACEMENT PROCEDURE

9. It is NOT necessary to obtain a Part Replacement Authorization (TeileClearing) for this specific issue.

Refer to the Warranty section of this bulletin for more details. Additional information can be found in SI B84 23 05 (Enhanced Support for BMW Assist Telematics Control Unit (TCU) with Bluetooth & CPT9000 Phone Systems).

10. Refer to TIS (RA 84 11...) for the TCU replacement procedure.
11. Before installing the new TCU, remove one copy of the Electronic Serial Number (ESN) label and place it on the repair order for reference during warranty claim entry. You will be asked for the new TCU "ESN" when submitting a claim via DCSnet. Refer to SI B01 10 05 for more details.



12. The second ESN label of the TCU should be affixed over the existing label in the Owner's Manual insert (P/N 01 49 0 157 963).

13. Complete the TCU installation
14. Using Progman V26.01.00 or higher, **program the complete vehicle**. Refer to [SI B09 05 01](#) "Coding, Individualization and Programming", **Procedure A**.
15. **Initialize BMW Assist following the procedure starting at step 16.**

INITIALIZATION OF BMW ASSIST SERVICES

16. The BMW Assist services initialization procedure must be completed per SI B84 15 03 for all vehicles.
 - **The vehicle must** be in the Verizon Wireless Network for the initialization procedure to work properly. If the vehicle is not in the Verizon Wireless Network perform the outlined procedure and then follow these additional steps.
 - Create a PuMA case to received TCU shipping authorization.
 - Remove the TCU from the vehicle.
 - Send via FedEx the TCU, BMW Assist TCU Reactivation Form with the new MIN/MDN numbers and a copy PuMA case to:

BMW of North America, LLC.

Attn: Body Electrical Technical Hotline (TCU Reactivation B84 17 07)

1 BMW Plaza

Montvale, NJ 07645

(201) 573-2000

- BMW of North America, LLC will initialize the TCU and ship it out on the same business day it was received.
 - After receiving the TCU back from BMW of North America, reinstall the TCU and place a BMW Assist call as outlined in step 17.
 - All shipping charges (both ways) are to be billed to the dealer's Fed-Ex account. On the warranty claim, submit the Fed-Ex shipping charges (double the amount provided to you by Technical Hotline to cover shipment both ways) in the sublet section (using sublet code 4).
17. Test BMW Assist following the procedure outline in step 18.

TEST OF BMW ASSIST SERVICES

18. Test the BMW Assist service for proper operation by placing a test call (press the Roadside Assistance "Wrench" button). Make sure the BMW Assist Response Center has received the correct MIN/MDN/VIN and location of the vehicle. Have the representative update their records as needed.
- If a TCU is replaced on a vehicle with an inactive BMW Assist account, if a BMW Assist call is made, the call will be routed to an automated system until the TCU is deactivated.
 - For customers who would like to renew BMW Assist services, refer to SI B84 22 05 (Reactivation of BMW Assist Services).

COMPATIBLE HANDSET INFORMATION

Before the complaint can be addressed, the particular handset must be verified for compatibility with the respective Bluetooth system installed in vehicle (E.g. BMW Assist w/Bluetooth technology, BTUM, ULF). On vehicles equipped with BMW Assist with Bluetooth wireless technology, to confirm whether or not the phone is compatible, visit %20" <http://www.bmwusa.com/bluetooth> for a list of handsets that have passed BMW testing for compatibility. Note the following disclaimer on this web site:

- "This list is provided for reference only. The mobile phones listed here have passed compatibility tests as of the date of testing and meet or exceed minimum standards established by BMW. The list is not a warranty for phone performance or functionality. BMW makes no guarantees or warranties as to the performance of each phone while connected to your BMW via Bluetooth Wireless Technology. Furthermore, software releases by BMW, the phone supplier or the wireless carrier dated after testing might alter compatibility results. While many phones are offered with Bluetooth Wireless Technology, not all phones support the necessary profiles to work with your BMW. BMW does not guarantee availability or functionality with all wireless carriers. Functions such as synchronizing the address book and transferring a call into or out of the vehicle may function differently from phone to phone".

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

84 11 02 12 00

Part replacement authorization is NOT required. Do NOT submit a TeileClearing PuMA case. A copy of the

diagnostic report (short test) which includes a copy of the test modules that were completed must be kept with the Repair Order (RO) and FASTA data must be transmitted. When submitting a warranty claim, please note the following information in the comments section:

- SI B84 17 07 (TCU No Communication)

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