



## SOS MALFUNCTION DISPLAYED

### MODEL

F22 (2 Series Coupe),	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)	F32 (3 Series Coupe)
F34 (3 Series Grand Turismo)	F80 (M3 Sedan)	F82 (M4 Coupe)	G12 (7 Series Sedan)

Produced from July, 2015

### SITUATION

- An SOS malfunction is seen in the Kombi.
- When pressing the E-Call/SOS button in the overhead console, nothing happens.
- Fault code B7F33C (internal ECU error) is stored in the Telematics control unit (ATM/TCB2).

### CAUSE

There are 2 known causes for this failure. They are as follows:

- Software file missing from the ATM/TCB2 control module
- Water leak at shark-fin leading to corrosion in the ATM/TCB2 control module

### CORRECTION

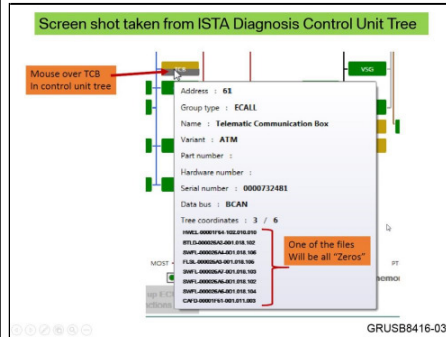
Depending on the root cause identified, there are 2 possible solutions:

- Cause 1:
  1. Replace the ATM/TCB2 control unit
- Cause 2:
  1. Correct water leak at the shark fin as necessary
  2. Replace the ATM/TCB2 control unit

### PROCEDURE

For conditions that are similar to situation described:

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## 1. Diagnose with ISTA.

- Using the mouse, hover cursor over the ATM/TCB2 in the control unit tree.
- Look at the list of software files. **Does one of the filenames display as all “Zeros”?**

YES- Remove the ATM/TCB2 control module as outlined in REP 65 20 037 – Remove and install/replace roof-mounted aerial with telematics control unit. Go to step 4 when complete.



Warning: The replacement ATM/TCB control

unit must be activated at the parts counter, before installation. Refer to [SI B84 03 11](#).



Note: Do not remove the shark-fin at this point as outlined in the “Preliminary task”.

NO – Continue to next step.



- Remove and reinstall the shark fin following REP 65 20 030.



Note: The repair instructions contain the procedure on cleaning and resealing the shark fin.

- Picture shows a space/gap in the seal of the shark fin that would cause leakage.



## 2. Remove and replace the ATM/TCB2 as per REP 65 20 037

- This picture shows corrosion on the contact of the ATM/TCB2 control unit.



Warning: The replacement ATM/TCB control

unit must be activated at the parts counter, before installation. Refer to [SI B84 03 11](#).

3. Update BMW Assist service via the iDrive.
4. Perform an E-Call/SOS call by pressing the button.



[23 10](#)).

**Attention: Always connect a BMW approved battery charger / power supply ([SI B04](#)**

## PARTS INFORMATION

Part Number	Description	Quantity
Refer to ETK	Telematics control unit	1
82 69 9 408 866	Adhesive kit	1

## WARRANTY INFORMATION

**Cause One (1):** Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

<b>Defect Code:</b>	<b>8411021200</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as "Charging battery")
And, as necessary:		
84 10 005	Work time (WT)	Check function on the telephone

And for:

**All except the G12 (7 Series Sedan)**

Labor Operation:	Labor Allowance:	Description:

84 10 811	Refer to KSD2	Replacing telematics communication box (after vehicle diagnosis)
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Or for the:

**G12 (7 Series Sedan)**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
84 10 821	Refer to KSD2	Replace telematics control unit (equipment spec. w/o slide/tilt sunroof) (after vehicle diagnosis)
Or:		
84 10 826	Refer to KSD2	Replace telematics control unit (equipment spec. w/ slide/tilt sunroof) (after vehicle diagnosis)
Or:		
84 10 851	Refer to KSD2	Replacing the telematics control unit under the headlining (with slide/tilt sunroof) (after vehicle diagnosis)
Or:		
84 10 852	Refer to KSD2	Replacing the telematics control unit under the headlining (with panorama glass roof) (after vehicle diagnosis)

And:

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

**Cause Two (2):** Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>8450023700</b>
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<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as "Charging battery")
And, as necessary:		
84 10 005	Work time (WT)	Check function on the telephone
And:		
65 20 530	Refer to KSD2	Removing and installing empty housing, roof aerial

And for:

**All except the G12 (7 Series Sedan)**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
84 10 811	Refer to KSD2	Replacing telematics communication box (after vehicle diagnosis)

Or for the:

**G12 (7 Series Sedan)**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
84 10 821	Refer to KSD2	Replace telematics control unit (equipment spec. w/o slide/tilt sunroof) (after vehicle diagnosis)
Or:		
84 10 826	Refer to KSD2	Replace telematics control unit (equipment spec. w/ slide/tilt sunroof) (after vehicle

		diagnosis)
Or:		
84 10 851	Refer to KSD2	Replacing the telematics control unit under the headlining (with slide/tilt sunroof) (after vehicle diagnosis)
Or:		
84 10 852	Refer to KSD2	Replacing the telematics control unit under the headlining (with panorama glass roof) (after vehicle diagnosis)

And:

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 84 10 005 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments.

### **Vehicle Programming and Coding**

Control module failures that occur during programming:

- Please claim these consequential repairs under the defect code listed in this bulletin and use the applicable KSD2 labor operations.

### **Other Repairs**

Control module failures that occur prior to programming:

- When covered under an applicable limited warranty, claim these repairs using the applicable defect code and labor operations in KSD2.

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