



SUBJECT

During the QC1 the BMW Assist Test Call Fails

MODEL

F22 (2 Series Coupe)

F23 (2 Series Convertible)

F30 (3 Series Sedan)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series Gran Turismo)

F36 (4 Series Gran Coupe)

F80 (M3)

F83 (M4 Convertible)

G12 (7 Series Sedan)

Vehicles produced from July 1, 2015

SITUATION

After the transport mode is deleted (during the QC1), a BMW Assist (SOS) test call is made by pressing the SOS/ E-Call button. However, the call only connects via voice (no data is transmitted). The operator indicates that a crash call has been sent.

ATM fault code “B7F348 – Provisioning without signature OTA” is stored.

CAUSE

The provisioning of the ATM (Advanced Telematics Module) has failed.

CORRECTION

IRAP software solution

PROCEDURE

1. **Please ensure that no vehicle is delivered to the customer that fails an SOS call.**

2. As per the “Delivery check – Technician, prior to customer delivery”, perform a BMW Assist test call and verify the call is successful (both voice and vehicle data is transmitted). Refer to [SI B00 01 15](#) for information about performing the QC1.

3. **Does the test call complete successfully?**

YES - no further action is required.

NO – (the test call fails, no data is exchanged and the call operator indicates a crash call is sent) submit a PuMA case with the title “ATM IRAP”. Prioritize these cases to sold vehicles.

4. 4. After the IRAP session is completed, program the vehicle using the latest version of ISTA/P.
5. 5. Retest the functionality of the SOS call.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	84 11 02 12 00	
Labor Operation:	Labor Allowance:	Description:
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:		
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.

Vehicle Programming and Encoding

If a control module was working properly and it fails to program correctly or requires initialization, please claim this additional work with the applicable KSD2 labor operations under the defect code listed above.

The diagnosis and repair of vehicles “arriving” with failed control modules or stored faults which will cause them to fail during programming cannot be claimed under the defect code listed in this

bulletin.

Other Repairs

If other eligible and covered work is performed “prior” to programming and coding the vehicle, claim this work with the applicable defect code and labor operations listed in KSD2.

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