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This Service Information bulletin supersedes SI B84 08 15 **dated January 2016.**

#### **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.

#### **NEW CORRECTION**

Updated Provisioning data available.

Note: The updated provisioning data was automatically pushed to all vehicles via an Over the air update.

**NEW PROCEDURE**

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

1. Update BMW Assist service via the iDrive
  - a. Press “Menu” button.
  - b. Scroll to “ConnectedDrive” and push down on iDrive to select.
  - c. Press the “Options” button.
  - d. Select “Update BMW Assist” from list.
  - e. Only select “OK” after the message “Data transfer completed”.
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.

**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) Continue to the next step.

3. Connect the vehicle to ISTA diagnostics.
4. Perform the test plan to “Update Online services”

The test plan can be found by the following steps in ISTA:

Service function / Body / Telecommunications / Update online services

5. Make another test call.

**Does the test call complete successfully?**

YES – no further action is required and the vehicle can be released.

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.

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

**NEW WARRANTY INFORMATION**

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

<b>Defect Code:</b>	<b>84 11 02 12 00</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		
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.

### **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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