



---

This Service Information bulletin supersedes SI B84 07 15 **dated March 2016.**

**SUBJECT**

**SOS Malfunction Is Displayed In Kombi Sporadically**

**MODEL**

**NEW** .

F06 (6 Series Gran Coupe)

F07 (5 Series Grand Turismo)

F12 (6 Series Coupe)

F13 (6 Series Convertible)

F10 (5 Series Sedan)

F01 (7 Series Sedan)

F02 (7 Series Sedan Long Wheel Base)

F15 (X5)

F16 (X6)

F25 (X3)

F26 (X4)

F30 (3 Series Sedan)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series Grand Turismo)

F85 (X5 M)

F86 (X6 M)

Produced from January 1, 2011 to March 31, 2016

### SITUATION

After engine start-up, a CCM (Check Control Message) for SOS malfunction is displayed in the Kombi and in the CID (Central Information Display).

One or more of the fault codes below may be stored in the TCB or Combox control unit:

- 0xB7F32B – GSM Antenna: Open Circuit
- 0xB7F31F – GSM Antenna: Short to ground
- 0xB7F31E – GSM Antenna: Open Circuit

### CAUSE

A signal error is identified during the aerial self-test performed by the TCB (Telematic Control Box or the Combox).

### CORRECTION

Program the vehicle with ISTA/P 3.58.0 or higher

### PROCEDURE

1. Perform a vehicle test using the latest version of ISTA diagnostics.

Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).

2. Connect the vehicle to ISTA/P and program the vehicle using ISTA/P 3.58.0 or higher

- Target I-Level is 16-03-500 or higher.
- Vehicle must be allowed to sleep for 5 mins

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software.

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

### WARRANTY INFORMATION

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>65 20 07 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 and 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 Coding**

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 or as a result of performing the ISTA diagnostics and related test plans results, claim this work with the applicable defect code and labor operations listed in KSD2.

[ Copyright ©2016 BMW of North America, Inc. ]