



EMERGENCY CALL SYSTEM SELF-ACTIVATION

MODEL

G12 (7 Series)	
Produced to February 28, 2017	

SITUATION

E-Call system activates on its own without customer interaction.

CAUSE

Software error in Telematic Control unit

CORRECTION

Reprogram and encode vehicle using ISTA 4.02.20

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA.
2. Program and encode the vehicle using ISTA 4.02.20 or higher.
 - Target I-Level: 16-11-502 or higher

Note that ISTA 4.x will automatically reprogram and encode all programmable control modules that do not have the latest software.

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

For information on programming and coding with ISTA/P, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

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.

Defect Code:	8411021100	
Labor Operation:	Labor Allowance:	Description:

00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as “Charging battery”)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
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.

Work time labor operation code 61 00 006 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

When ISTA/P automatically reprograms and codes all the vehicle’s control modules that currently do not have the latest software, and if control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Other Repairs

Control module failures that occurred prior to this programming procedure and/or additional work is performed as a result of performing the ISTA diagnostics and related test plans:

- When covered under an applicable limited warranty, claim the control module-related and/or other repair work using the applicable defect code and labor operations in KSD2/AIR.