



SIB 84 04 16 SOS MALFUNCTION DISPLAYED

2020-01-06

This Service Information Bulletin (Revision 1) replaces SI B84 04 16 **dated September 2016**.

What's New (Specific text highlighted):

- Situation
- Procedure
- Parts
- Warranty

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F22	2 Series Coupe	From July 1 st , 2015	
F30	3 Series Sedan		
F31	3 Series Sports Wagon		
F32	4 Series Coupe		
F34	3 Series Gran Turismo		
F80	M3 Sedan		
F82	M4 Coupe		
G12	7 Series Sedan		

SITUATION

One or all the following may be experienced in the vehicle:

- An SOS malfunction is seen in the Kombi (aka instrument cluster)
- 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 the “shark fin” roof antenna (aka roof aerial), leading to corrosion in the ATM/TCB2 control module

CORRECTION

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

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

PROCEDURE

For conditions that are similar to situation described, perform the following:

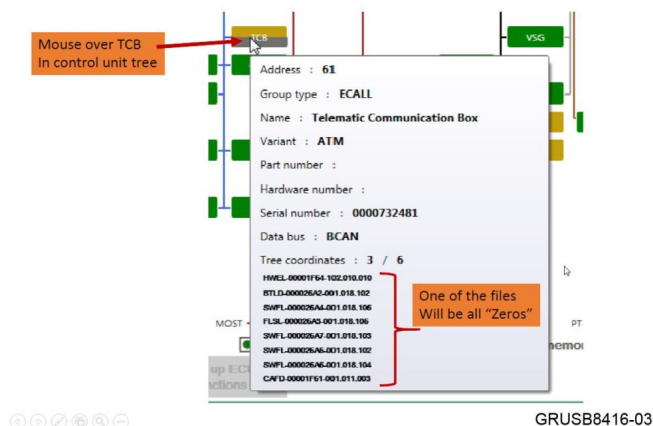
1. Locate where the ATM/TCB2 is installed.

Note: Depending on the vehicle and the vehicle equipment, there are different installation locations for the ATM/TCB2 control unit.

2. The ATM/TCB2 may be located either:

- In the trunk under the floor board – REP 84 10 810
- Or
- Above the headliner – REP 84 10 851

Screen shot taken from ISTA Diagnosis Control Unit Tree



Cause 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- Replace the ATM/TCB2 control unit. Follow the corresponding repair instructions to Remove the control unit. Go to step 4 when complete.

Note: Remember to check/install the ATM/TCB2 battery and program the vehicle.

NO – Continue to next step.



Cause 2:

- Remove and reinstall the shark fin per 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.



Cause 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.

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

Always connect a BMW-approved battery charger/power supply (SI B04 23 10) when performing programming.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

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

WARRANTY INFORMATION

Defect codes: 8411021200, 8450023700

Refer to Attachment for Warranty information.

Supporting Materials

[picture_as_pdf B840416 Attachment Warranty Information.pdf](#)

SOS MALFUNCTION DISPLAYED

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.

Defect Code:	8411021200	Telematics control module permanently failed
Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as “Charging battery”)	Refer to AIR
And, as necessary:		
84 10 005	Check function on the telephone	Work time (WT)

And, additionally for the:

e-Vehicles-

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

And, for:

All applicable Models except the G12 (7 Series Sedan)-

Labor Operation	Description	Labor Allowance
84 10 811	Replacing telematics communication box (after vehicle diagnosis)	Refer to AIR
Or: as applicable		
84 10 851	Replacing telematics control module under headlining (after vehicle diagnosis)	Refer to AIR

Or, for the:

G12 (7 Series Sedan)-

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

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

And:

Labor Operation	Description (See below)	Labor Allowance
61 00 730	Programming / encoding control unit(s)	Refer to AIR

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

Defect Code:	8450023700	Bluetooth antenna Loose
Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as “Charging battery”)	Refer to AIR
And, as necessary:		
84 10 005	Check function on the telephone	Work time (WT)
And:		
65 20 530	Removing and installing empty housing, roof aerial	Refer to AIR

And, additionally for the:

e-Vehicles

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

And, for:

All applicable Models except the G12 (7 Series Sedan)

Labor Operation	Description	Labor Allowance
84 10 811	Replacing telematics communication box (after vehicle diagnosis)	Refer to AIR
Or: as applicable		
84 10 851	Replacing telematics control module under headlining (after vehicle diagnosis)	Refer to AIR

Or, for the:

G12 (7 Series Sedan)-

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

And:

Labor Operation	Description (See below)	Labor Allowance
61 00 730	Programming / encoding control unit(s)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to AIR 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.

Programming and Encoding - Vehicle Control Units

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Programming and encoding the vehicle control units by performing and submitting for one of the open Technical Campaigns instead. Please be sure to also perform any additional work (before and/or after) the campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above open Technical Campaign repair situation does not apply, then claim for programming and encoding the vehicle control units by claiming flat rate labor operation 61 00 730 in conjunction with performing an applicable repair and Defect Code above.

Programming and Encoding (Additional Work, RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related IRAP recovery procedure (when applicable as required)/repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).