



SIB 84 02 24

EMERGENCY CALL SYSTEM ERROR IS DISPLAYED

2024-05-24

☒ THIS REPAIR IS MOBILE FRIENDLY

## MODEL

|                                    |                                      |                                  |                                  |
|------------------------------------|--------------------------------------|----------------------------------|----------------------------------|
| F95 (X5 M Sports Activity Vehicle) | F96 (X6 M Sports Activity Coupe)     | G05 (X5 Sports Activity Vehicle) | G06 (X6 Sports Activity Coupe)   |
| G07 (X7 Sports Activity Vehicle)   | G09 (BMW XM Sports Activity Vehicle) | G20 (3 Series Sedan)             | G22 (4 Series Coupe)             |
| G23 (4 Series Convertible)         | G26 (4 Series Gran Coupe)            | G42 (2 Series Coupe)             | G60 (5 Series Sedan)             |
| G70 (7 Series Sedan)               | G80 (M3 Sedan)                       | G82 (M3 Coupe)                   | G83 (M3 Convertible)             |
| G87 (M2 Coupe)                     | i20 (iX Sports Activity Vehicle)     | U10 (X2 Sports Activity Coupe)   | U11 (X1 Sports Activity Vehicle) |

Produced from July 1, 2022 to December 31, 2023.

## SITUATION

The Check Control Message "Emergency call not available" is displayed to the customer.

Check Control Message 299 is stored in the Instrument Cluster check control message list or in the vehicle key data.

This fault may be intermittent and can heal itself after a drive cycle. It may no longer be displayed to the customer in the next life cycle.

## CAUSE

Unfavorable software in the telematics module (TCB4).

## CORRECTION

Program the telematics module (TCB4).

## PROCEDURE

Determine the vehicle's current I-level by either using AIR or the AWP (Aftersales Workplace) applications.

If the I-Level is currently at ...23-11-500 or a more recent version:

- Do not program the vehicle
- Continue with standard diagnosis

If the I-level is lower than ...23-11-500:

Program the vehicle to I-level ...23-11-500 or higher using ISTA 4.44.1x (released late October 2023) or higher.

- Connect the battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine measures plan
- Accept and fully work through the measures plan with the control units to be programmed/encoded and enabled
- Follow the rework list
- **Depending on the rework list, carry out a vehicle test and delete the fault memory if needed**

After the programming has been fully completed, check functionality of the system.

**Note:** ISTA will automatically reprogram and code 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, refer to Dealer Universal Portal / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

## CLAIM INFORMATION

### Vehicle Programming and Encoding

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.

**Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher when applicable (Includes labor operation codes 00 00 006/556, 61 21 528 and 61 00 730).**

**Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.**

Only when the above does not apply, the BMW software solution is then covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, or the BMW Certified Pre-Owned Program as described below.

|                     |                   |   |
|---------------------|-------------------|---|
| <b>Repair Code:</b> | <b>8411021100</b> | <b>Telematics control unit Occasional failure</b> |
|---------------------|-------------------|---|

Obtain the flat rate unit (FRU) allowances for the following that applies.

| <b>Labor Operation</b> | <b>Description</b>   | <b>Labor Allowance</b> |
|------------------------|--|------------------------|
| 00 00 006              | Carrying out vehicle test ( <b>Main work</b> )                                   | As applicable          |
| Or:                    |  |                        |
| 00 00 556              | Carrying out vehicle test ( <b>Plusposition work</b> )                           | As applicable          |
| And:                   |  |                        |
| 61 21 528              | Supporting voltage of the vehicle electrical system / recharging vehicle battery | As applicable          |
| And, as necessary:     |  |                        |
| 61 00 006*             | Carrying out vehicle diagnosis, ABL (Work time)                                  | WT FRU                 |
| Or                     |  |                        |
| 00 58 500*             | Diagnosis Worktime Flat Rate   | 2 FRU                  |
| And                    |  |                        |
| 61 00 730              | Program/encode control unit(s), includes deleting the fault memory               | As applicable          |

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, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

### BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the the Chassis Number (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the Copyright ©2024 BMW of North America, Inc.

“Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

**Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)**

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

(\*) Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

**Other Repairs**

If other eligible and covered work is performed because of performing the ISTA diagnostics and related test plans, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

**FEEDBACK REGARDING THIS BULLETIN**

|                    |   |
|--------------------|---|
| Technical Feedback | To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin   |
| Warranty Feedback  | To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal |
| Parts Feedback     | To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department   |

