



SIB 61 05 24

2024-06-27

SERVICE SOLUTION: eCall Failure With Fault Code-Control Unit Is Not Provisioned

MODEL

Any Model with Motorrad Connected Services option (06AE) with Intelligent Service Call (eCall) option 06AC.

SITUATION

eCall failure with fault code 0xB7F334 – Provisioning: Control unit is not provisioned.

Caused by a software error if a control unit reset is carried out while there is insufficient communication reception.

PROCEDURE

Update software to I Level K001-24-07-500 or higher. This I Level has been available since ISTA version 4.47.3

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Contact the BMW Technical Support Group via TSARA
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Motorrad Parts Department

Supporting Materials

[picture_as_pdf 61 05 24 SESO eCall Failure.pdf](#)

