



SIB 84 03 24

2024-10-11

## RETROFIT A SERVICE ACCESS FOR THE TELEMATICS CONTROL MODULE – F48

### MODEL

E-Series	Model Description	Model Years
F48	X1 Sports Activity Vehicle	2016 to 2022

### SITUATION

The “End of life” or “Emergency call system error” Check Control message appears in the vehicle. The following fault memory entry is stored:

B7F341 – Emergency battery: Hardware faulty

### CAUSE

The emergency battery in the telematics control unit (TCB2) is defective or has reached the end of its life.

### CORRECTION

Replace the Emergency Back-up Battery in the TCB2.

### **At this time a Telematics Control Module (TCB2) Service Access Retrofit may also be performed.**

In conjunction with an applicable TCB repair, and with the required prior customer approval; a one-time procedure to retrofit a service access can also be performed.

After this retrofit is installed, the access to the TCB2 will be quicker in case a future TCB2-related repair be required.

### PROCEDURE

For the Situation above, run diagnosis with ISTA and work through the corresponding test module as necessary.

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

If the diagnosis instruction is to exchange the emergency battery in the TCB2, there are two repair procedures that are available.

1. Carry out the repair in accordance with original, prior to retrofit, repair instructions:

**a. Repair Instructions 84 10 520 - Replacing the emergency battery for the telematics control unit under the headlining (version without panoramic glass sunroof)**

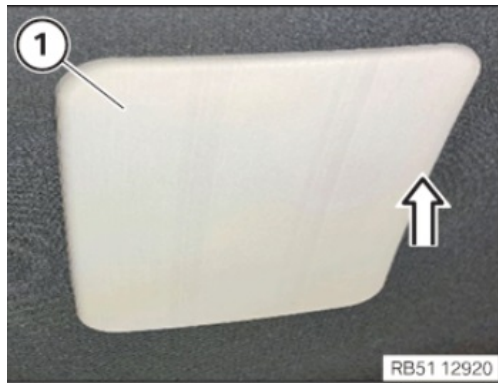
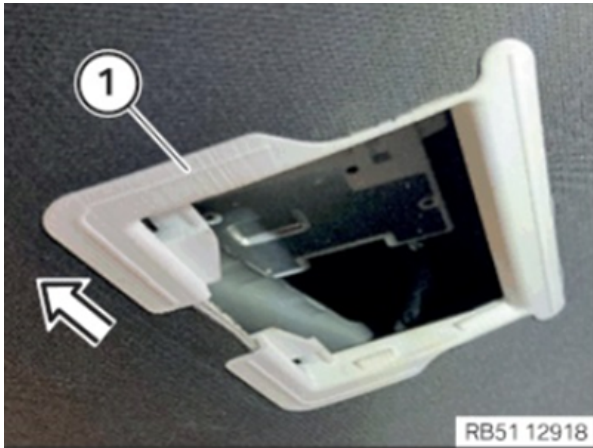
**b. Repair Instructions 84 10 522 - Replacing the emergency battery for the telematics control unit under the headlining (version with panoramic glass sunroof)**

Both procedures require the partial removal and installation of the rear portion of the headlining.

2. Retrofit the service access assembly in the headlining per **Repair Instructions 84 10 527 - Retrofitting telematics control unit service access (Incl. replace emergency battery) (after vehicle diagnosis)**.

**Note:** Prior consent of the registered vehicle owner **MUST** be obtained first before proceeding.

The retrofit simplifies the service access procedure, helping to reduce the time and effort that is required.



Should a future TCB2 module diagnosis or repair need to be performed, the installation of this Service Access benefits the customer and the technician both.

For additional information, see **Repair Instructions 84 10 527** and the printable modification template in the Electronic Parts Catalog (EPC). The template is available under the supplement tab of the emergency battery page in the Parts Information window.

**PARTS INFORMATION**

To determine the part numbers that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number	Description	Quantity
Reference ETK/AIR	Bracket headlining	1
Reference ETK/AIR	Service access, telematics control unit (oyster, grey, or black)	1

**CLAIM INFORMATION**

This Service Information Bulletin provides technical, repair, and retrofit procedure information.

**Eligible and Covered Work/Repairs**

Applicable repairs that address a verified defect in materials and/or workmanship, including performing the in conjunction one-time easy service access retrofit, are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Repair Code:</b>	<b>8410071200</b>	<b>Battery in telematics control unit Permanent failure</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
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 needed:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

And, with the above that applies:

### “Before” Performing the One-Time Retrofit - TCB Back-Up Battery Replacement

Labor Operation	Description	Labor Allowance
84 10 832	<b>Removing and installing telematics control module</b> below headlining (With panorama roof)	As applicable
Or:		
84 10 830	<b>Removing and installing telematics control module</b> below headlining (Without panorama roof)	As applicable
And:		
84 10 527	Retrofitting telematics control module service ( <b>Including replacing emergency battery</b> ) (after vehicle diagnosis)	As applicable

Or:

Labor Operation	Description	Labor Allowance
84 10 522	<b>Replacing emergency battery</b> , telematics control module below headlining (With panorama roof) (after vehicle diagnosis)	As applicable
Or:		
84 10 520	<b>Replacing emergency battery</b> , telematics control module below headlining (Without panorama roof) (after vehicle diagnosis)	As applicable
And:		
51 44 <a href="#">907/#/bulletin/010120?type=sib</a>	Additional work telematics control module service access (Retrofitting service access, headliner removed)	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 them (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.

(\* ) 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

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work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

### Future Possible TCB2-Related Work/Repairs - “After” Performing the One-Time Retrofit

Labor Operation	Description	Labor Allowance
84 10 528	Replacing emergency battery (Vehicle with telematics control module service access) (after vehicle diagnosis)	As applicable
84 10 837	Removing and installing telematics control module (Vehicle with telematics control module service access) (after vehicle diagnosis)	As applicable
84 10 857	Replacing telematics control module (Vehicle with telematics control module service access) (after vehicle diagnosis) (flat rate unit specification without programming/encoding see 61 00 ...)	As applicable
And:		
61 00 730	61 00 730 Program/encode control unit(s), includes deleting the fault memory (after vehicle test) (with 84 10 857) (without programming/encoding included in another campaign or repair)	As applicable

### Vehicle Programming and Encoding (With 84 10 857/61 00 730) – 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.

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

### 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

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Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department
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