



SIB 84 03 25

2025-07-02

Interference Noises During Calls

MODEL

E-Series	Model Description	Affected Option Code
G09	BMW XM Sports Activity Vehicle	Without SA 5AX – Highway Assistant

SITUATION

When making a call through the vehicle systems with a connected mobile device, electrical interference noise from accelerating or braking is heard by the other party (recipient). No interference can be heard in the vehicle.

CAUSE

Interference on the ground circuit of the TCB4 (WAVE-01).

CORRECTION

Install a new ground point for the Vehicle Dynamics Platform (VDP) module.

PROCEDURE

Note: Before performing this retrofit/installation repair procedure and submitting a claim, first review the Repair History (Claims) section below in the Warranty Vehicle Inquiry (WVI) to confirm that a prior claim for this retrofit/installation repair procedure has not already been submitted and accepted.

Because of the Emergency Call function, the continuity of the driver's microphone is evaluated by the TCB4 control unit using the ground circuit as a reference. The TCB4 and the VDP control unit share a ground point at ground comb Z10*8B.

The activation of the vehicle dynamics systems by the VDP causes interference frequencies on the ground comb which is shared by the TCB4. These interference frequencies affect the TCB4 and are perceived as audible interference noises in the microphone circuit. This is why only the recipient can hear the interference during a call.

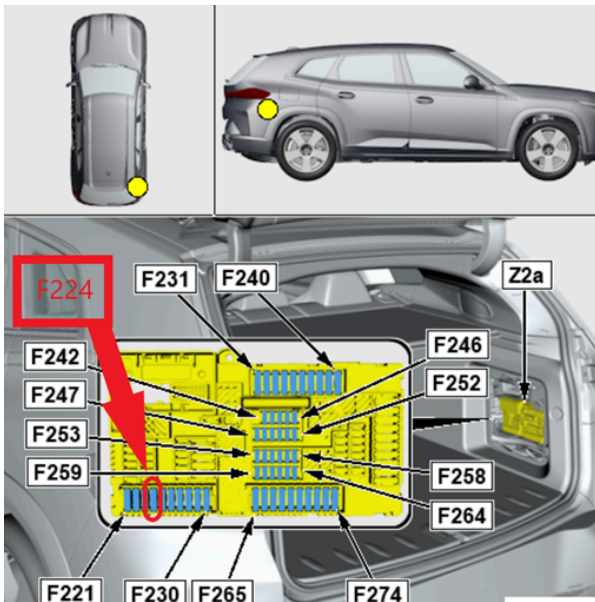
Note: This procedure only refers to interference heard by the recipient. Any other type of interference must be diagnosed separately.

The first step is to verify the interference is truly caused by the VDP module. The following steps are necessary to prove the VDP module is the cause of the complaint:



1. Verify the issue is currently present by initiating a phone call during test drive with a paired mobile device. During the call, the call recipient must report that interference is present on the call.

2. Next, remove fuse F224 (20A; circled/arrow) for the VDP module in the Rear Power Distribution Box (Z2a).



3. With the VDP disconnected, perform the same test from Step 1. If the call interference can no longer be heard by the recipient, then the VDP is most likely the cause.

4. If the call interference is **STILL** present during the test call, then the VDP is **NOT** the cause, and you must continue with standard diagnosis.

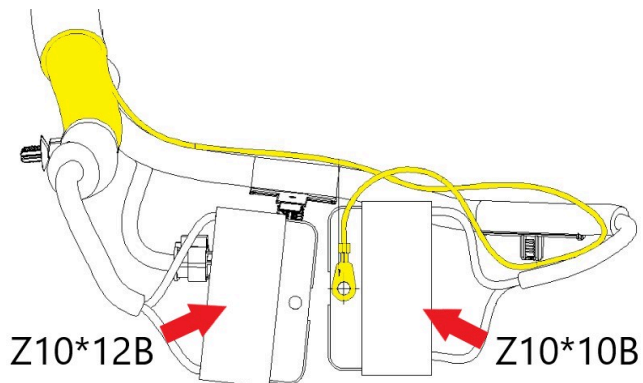
5. Reinstall fuse F224 (20A) for the VDP module in the rear power distribution box (Z2a).

Once the VDP module is determined to be the cause of the interference, the solution will be to re-route the VDP ground point from Z10*8B to Z10*10B. The grounding cable is re-routed as follows:

1. Obtain the new ground wire repair kit (PN 61 12 5B838E2) for the VDP module.



2. Access connector A567*1B on the VDP and remove pin 1 (1.5 BR). This pin and wire can be tied back to the harness as it will not be used moving forward.



3. Access ground point Z10*10B. Remove the mounting nut and install the eyelet from the Ground Wire Repair Kit. Reinstall the ground nut and torque to the correct value.

4. Route and secure the new ground wire along the wiring harness to connector A567*1B at the VDP. Install the pin from the new grounding cable into pin 1 of connector A567*1B.

Note: A part exchange will NOT remedy the issue and is not permitted. This is NOT a software issue, so programming is not permitted. This topic is a hardware-related issue.

PARTS INFORMATION

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

Part Number	Description	Quantity
61 12 5 B83 8E2	Earth cable (Ground Cable Repair Kit)	1

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repair Code:	3715007900	Vertical Dynamics Management control unit VDM (ICM-V) / vertical dynamic platform VDP incorrect connection /contact
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Diagnosis

Labor Operation	Description	Labor Allowance
84 10 005*	Verify the "phone call recipient" is experiencing VDP module-related audible interference noises through the microphone circuit (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

And, with the diagnosis above that applies to your center together with the work below that was performed.

Retrofit Repair

Labor Operation	Description	Labor Allowance
37 14 070	Removing and installing the VDP control unit (Main work)	As applicable
Or:		
37 14 572	Removing and installing the VDP control unit (Plusposition)	As applicable
And:		
61 99 000	Work time to install/retrofit the additional ground cable repair kit to VDP module	3 FRU

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 37 14 572 instead of 37 14 070.

Work time labor operation codes 84 10 005, 00 58 500, and 61 99 000 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 work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering 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.

Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics, the related test plans, and/or other approved diagnosis procedures, claim this work with the applicable Repair Code and the labor operation codes (including the diagnosis) that apply.

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

