



This Service Information bulletin supersedes SI B24 24 07 dated **May 2009**.

NEW designates changes to this revision

SUBJECT

TeileClearing (Enhanced Technical Support) for Automatic Transmissions

MODEL

All vehicle models equipped with automatic transmissions

SITUATION

In order to improve customer satisfaction regarding transmission-related complaints, an Enhanced Technical Support process has been developed to help identify the root causes of customer complaints relating to automatic transmission issues.

PROCEDURE

As described in [SI B24 09 00](#), a part replacement authorization must be obtained by submitting a "TC Case" in PuMA after all diagnostic attempts have been exhausted. This must be done before replacing any of the following affected TeileClearing (TC) parts covered under BMW Warranties (including Spare Parts Warranty):

- 5-speed automatic transmission manufactured by GM (5L40E)
- 6-speed automatic transmission manufactured by either GM (6L45R) or ZF (6HP19/TU, 6HP26/TU)
- **NEW** 8-speed automatic transmission manufactured by ZF(8HP70)
- GM VB-TEHCM Module
- ZF Mechatronic Module

NEW Note: Since May 4, 2009, it is not necessary to obtain a Part Replacement Authorization for any 5-speed automatic transmission manufactured by ZF. Refer to [SI B24 02 09](#) for Diagnostic Troubleshooting Guide for ZF 5-speed automatic transmission.

A Part Replacement Authorization will be indicated in the "TC Case" if the TC Technical Specialist agrees that the part listed above needs to be replaced.

It is not necessary to obtain a Part Replacement Authorization on vehicles where the part listed above is being replaced for a Service Action or Recall.

An automatic transmission "TC Case" **should be submitted:**

- After the test plan has been followed thoroughly and completed with the final recommendation to replace the above-affected TC parts, i.e., transmission or Mechatronic/VB-TECHM module.

- When obvious and verifiable evidence of transmission failure is present, such as multiple gear monitoring faults, burnt transmission fluid, and gears not selectable (or severe slippage condition).
- Before replacing the above-affected TC parts (only if it is to be paid by BMW via warranty), even if the repair is the subject of a Service Information bulletin.

An automatic transmission "TC Case" **should NOT be submitted:**

- For complaints related to transmission fluid leaks
- For complaints related to transmission noises
- For various (calibration-related) driveability complaints, e.g., "harsh shifting"
- For issues related to the EGS Control module programming and coding.

Please submit a "Case" in PuMA when requesting regular technical support for automatic transmission diagnosis, and when a component replacement authorization is not requested.

Refer to [SI B00 03 07](#) (PuMA Enhancements for TeileClearing Process) for details on creating a "TC Case" in PuMA. Before creating a "TC Case" in PuMA:

- **All diagnostic and troubleshooting steps should be performed as per [SI B24 23 07](#) (6-speed Automatic Transmission Diagnostic and Troubleshooting Hints), and this information must be included in the "TC Case". IMPORTANT : Both "TC Cases" and regular technical support "Cases" will NOT be processed, and will be rejected as "unjustified", if the basic diagnostic troubleshooting procedures and pertaining information required by SI B24 23 07 are not performed and submitted.**
- The technician assigned to the vehicle must have training directly related to the vehicle or system in question.
- All available resources must be reviewed. These include, but are not limited to: Service Information bulletins, Service Technology Bulletins (SBT), DCS messages, Service Roundtable, Training Manuals, Wiring Diagram System (WDS), Repair Instructions, and Functional Descriptions. It is the center's responsibility to be familiar with all published technical information.
- Required checks must be performed, e.g., duplicating the customer's complaint, completing diagnostic test plans, checking the transmission fluid level and condition, inspecting for any fluid leaks, inspecting for any impact damages, reviewing the vehicle service history, etc.
- The Shop Foreman and/or Team Leader must be consulted.
- The vehicle must be in the shop. In order to aid the Technical Specialists in their diagnosis, the diagnostic tester must have transmitted FASTA data indicating that all relevant test plans have been completed, and concluded that the above-affected TeileClearing part should be replaced. DO NOT perform a quick delete or delete any fault memory before transmitting FASTA data.
- Always refer to SI B24 23 07 when diagnosing complaints of 6-speed automatic transmissions.

To contact our TeileClearing Management Team for any TC process inquiries or current TC case escalation, please send an email to tc@bmwna.com.

PARTS INFORMATION

For the list of parts affected by the TeileClearing process, please refer to the following:

- DCS Message "PuMA Submission for Authorized Part Replacement"
- PuMA menu item "TC/Actions"
- [SI B00 03 06](#) "TeileClearing (Enhanced Technical Support)"

NEW **Note:** Part Replacement Authorization is not required for shipping or handling damage, and for defects found prior to part installation onto the vehicle. Such damage or defects should not be claimed under warranty, and must be treated as AFA Returns. Please refer to BMW Parts Logistics Dealer bulletin V-35-0609-0604 (Center Returns/Claim Policy).

WARRANTY INFORMATION

NEW **A Part Replacement Authorization must be obtained by submitting a "TC Case" in PuMA before replacing the above-affected TC parts (GM 5-speed and GM/ZF 6-speed automatic transmission, ZF 8-speed automatic transmission, GM VB-TEHCM Module or ZF Mechatronic Module on any of the above vehicle models.**

NEW TeileClearing is required for part replacement to be paid by BMW NA via Warranties: Limited New Vehicle Warranty, Certified Pre-Owned Protection Plan, Federal & California Emission Control Warranty, Original Owner Protection Program, and Extended Vehicle Protection Programs.

NEW It is **not required** to submit a TeileClearing case for an out-of-warranty situation, i.e., Center Administered Customer Assistance Program (Self-Authorized Goodwill) or Regional Goodwill. When technical assistance is required to ensure "Fix It Right the First Time", please submit a regular technical support "Case" and do not submit a "TC Case".

NEW **TC part replacement without prior approval will be subject to debit.** TeileClearing will deny **all cases** where a customer's vehicle is recalled back to the center to have the part reinstalled in an attempt to get "after-the-fact" authorization for the replaced part.

NEW **Claims submitted without prior approval will not be eligible for payment by BMW NA.** When submitting a warranty claim, the PuMA case number must be specified in the comments section.

A Part Replacement Authorization must be obtained even if a Service Information bulletin states to replace any of the above-affected TeileClearing parts. Exceptions are Service Actions and Recalls.

A Part Replacement Authorization is required even if the service is performed during official BMW NA non-working days, i.e., during weekends (Saturdays and Sundays) and any official BMW NA holidays.

An Administrative Payment can be claimed for each valid TC case, approved by the TC Technical Specialist. Please refer to Service Information [B01 01 07](#) for additional information. A valid TC case must contain the transmission serial number and transmitted FASTA data.

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