



This Service Information bulletin supersedes SI B24 17 07 **dated July 2007**.

**NEW** designates changes to this revision

#### SUBJECT

**Harsh 3-2 and/or 2-1 Downshifts**

#### MODEL

E65 and E66 (7 Series) 745i and 745Li with N62 and GA6HP26Z transmission

Vehicles from SOP up to 03/2005

#### SITUATION

IMPORTANT:

Depending on the production date of the vehicle, there are different situations and corrective measures that must be carefully followed. Running production changes in vehicle hardware and software divide these situations into three distinct production periods.

##### A. For vehicles produced from SOP up to and including 02/2003:

- A harsh 3-2 and/or 2-1 downshift when slowing to a stop
- A harsh downshift when accelerating at highway speeds
- A "clunk" noise during a 2-1 downshift while driving slowly to a rolling stop, or during a load reversal as described in [SI B24 14 07](#) and [SI B26 01 06](#).

##### B. For vehicles produced from 03/2003 up to and including 08/2003:

- A "clunk" noise during a 2-1 downshift while driving slowly to a rolling stop, or during a load reversal as described in SI B24 14 07 and SI B26 01 06.

##### C. For vehicles produced from 09/2003 up to and including 02/2005:

- A harsh 3-2 downshift when slowing to a stop
- A "clunk" noise during a 2-1 downshift while driving slowly to a rolling stop, or during a load reversal as described in SI B24 14 07 and SI B26 01 06.

#### CAUSES

EGS software calibration

Driveshaft guibo coupling deterioration for "clunk" noise complaints

#### CORRECTION

For **Situation A: Harsh downshift complaints**

1. Verify that the transmission fluid level is correct.

2. Perform a "Short test" and correct all Drivetrain-related faults first.
3. **NEW** If the vehicle integration level (vehicle data status) is E065-07-03-800 or less, reprogram the vehicle using the latest version of Progman to E065-07-09-800 or higher.
4. Clear the EGS adaptations after programming is completed.
5. If after reprogramming, harsh downshifts are still felt, submit a regular PuMA case entitled "ZF shift quality". To be processed, the case must include **ALL** information listed in [SI B24 23 07](#).

For "clunk" noise complaints in vehicles produced from 10/2002 up to and including 02/2003, inspect the driveshaft guibo coupling for deterioration or separation as described in SI B24 14 07.

#### For **Situation B: "Clunk" noise complaints**

1. Verify the complaint.

On vehicles produced from 03/2003 up to and including 08/2003, the **only** repair is to inspect the driveshaft guibo coupling for deterioration or separation as described in SI B24 14 07.

Note:

There are no further EGS software changes for vehicles in this production period.

#### For **Situation C: Harsh 3-2 downshift complaints**

1. Verify that the transmission fluid level is correct.
2. Perform a "Short test" and correct all Drivetrain-related faults first.
3. Submit a Puma case entitled "**Urban Program**" to obtain the access code needed to complete the retrofit reprogramming of the EGS module.
4. Start a programming session using the latest version of Progman and select "**Urban Program**" from the retrofit options menu. The measures plan should indicate a higher programmed number and an EGS calibration change.
5. Clear the EGS adaptations after the programming is completed.

For "clunk" noise complaints in vehicles produced from 09/2003 up to and including 02/2005, inspect the driveshaft guibo coupling for deterioration or separation as described in SI B24 14 07.

#### **WARRANTY INFORMATION**

Covered under the terms of the BMW New Vehicle Limited Warranty.

Please refer to the latest KSD for all applicable labor operations and allowances.

If the appropriate labor operation is not contained in KSD, then a work time labor operation should be used.

**Defect Code**

**24 00 39 61 00**