



# Technical Service Information

## BMW ZF6HP19/26 REVERSE AND/OR DRIVE ENGAGEMENT COMPLAINTS

**COMPLAINT:** The customer may complain that after the initial start-up when cold, or during park maneuvers Drive and/or Reverse cannot be engaged using the Gear Selecting Switch (GWS) especially at low ambient temperatures. In some cases, fault codes A838, A830 and/or A82A may be stored in the GWS and 51AB in the EGS transmission control modules. When the vehicle arrives to the shop the complaint may not be duplicated.

**CAUSE:** In most cases the vehicle owner may not be familiar with the proper operation of the GWS shifter. In certain other cases the GWS shifter assembly may be faulty.

**CORRECTION:** BMW has offered up the following fault code descriptions to provide helpful diagnostic hints when dealing with GWS related complaints.

Code A838 - "Play protection blocking active": This fault is set when a lock button is pressed and released numerous times (more than 20 times during a 40 second time period with KL15 on). After the fault is set, the locking function does not work - the shifter can be moved forwards and backwards without pressing the unlock button. D or R is not engaged. The transmission stays in Park.

Code A830 - "Resetting system faulty": This fault is set if the GWS shifter cannot return from the steptronic gate (left position) to the middle position when P is selected. The main reason for this fault is a mechanical blockage. If the shifter is being manually held to the left while the P button is pressed, after five return attempts the A830 fault will be set with the P indicator flashing. Also, this fault may occur under extreme environmental conditions: extremely high or low ambient temperatures; under voltage conditions; or due to incorrect installation (excessive pressure from the shift gate bezel on the shifter disc).

Code A82A - "Parking button faulty": This fault is set when the P button is pressed very slowly, and/or the button is not fully depressed.

Code 51AB - "EGS incorrect signal from GWS: P button": This fault is stored in the EGS module when the GWS fault code A82A becomes present (see above).

If all four faults are stored, then there is a strong indication that the customer is not fully familiar with the GWS operation strategy. For example, when performing a "three point turn" parking maneuver, the customer needs to move the GWS shifter from the steptronic gate (if driving in the sport or manual mode) to the center position prior to engaging the R or D gears. In such a situation, the customer needs to be advised on the proper operation of the GWS shifter.



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**CORRECTION: *Important Note:***

Please remind the customer that the drive position D or R gear request from the GWS shifter will be ignored (the transmission will stay in Park) if the driver's door is not fully closed and the driver's seat belt is not latched. Also, if the driver were to leave the vehicle with the engine running with drive position D or R selected, the automatic transmission would automatically shift into the park position P upon opening of the door.

This is a built-in safety feature of the EGS/GWS, not a system malfunction.

Should the GWS assembly need to be replaced, the vehicle will need to be reprogrammed and recoded.

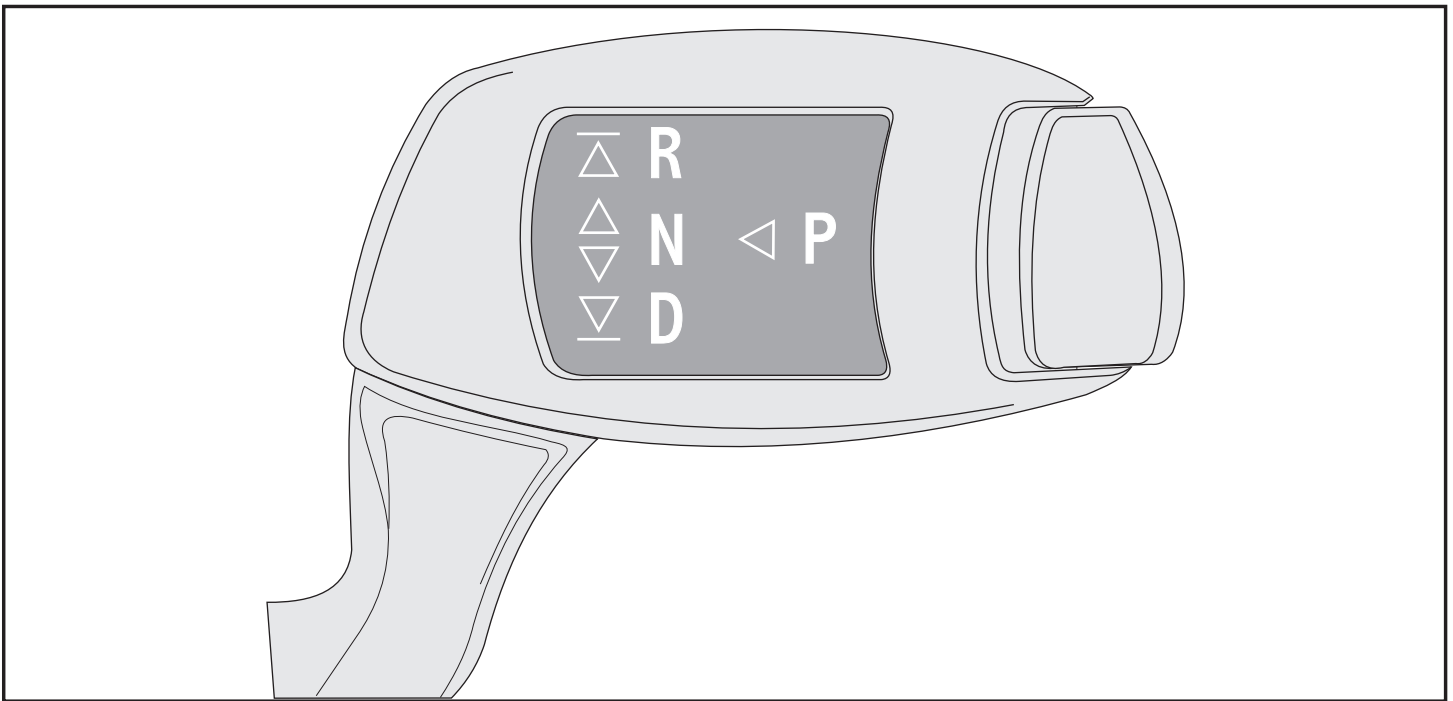


Figure 1