



TELEMATICS CONTROL UNIT ACTIVATION VIA DCSNET FOR BMW ASSIST

New information provided by this revision is preceded by this symbol .

This Service Information bulletin supersedes SI B84 03 11 **dated May 2019**.

What's New:

- Attachment TCU Replacement Part Activation Guide deleted

MODEL

F06 (6 Series Gran Coupe)	F12 (6 Series Convertible)	F13 (6 Series Coupe)	F15 (X5 Sports Activity Vehicle)
F16 (X6 Sports Activity Coupe)	F22 (2 Series Coupe)	F23 (2 Series Convertible)	F25 (X3 SAV)
F26 (X4 SAC)	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)
F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)	F30H (3 Series ActiveHybrid)
F48 (X1 SAV)	F80 (M3 Sedan)	F82 (M4 Coupe)	F83 (M4 Convertible)
F85 (X5 M SAV)	F86 (X6 M SAC)	I01 (i3 & i3 REx)	I12 (i8 Coupe)
G12 (7 Series Sedan)	G30 (5 Series Sedan)	F87 (M2 Coupe)	G01 (X3 SAV)
G02 (X4 SAC)	F39 (X2)	G05 (X5)	G07 (X7)
G20 (3 Series Sedan)	G29 (Z4 Roadster)	G14 (8 Series Coupe)	G15 (8 Series Convertible)
I15 (i8 Roadster)			

Equipped with one of the following BMW Assist option code(s):

- 6AC – BMW Assist eCall
- 6AE – BMW Teleservices

SITUATION

A replacement telematics control unit no longer requires activation prior to installation and programming.

Note: 2G CDMA and 2G GSM telematics control units cannot be activated because they are no longer supported and the supporting network(s) have been decommissioned.

INFORMATION

The following changes have taken place:

- The TCU Spare Parts Activation Application, available via DCSnet was discontinued as of May 6, 2019.

- Replacement telematics control units are being delivered activated from the supplier.
- The TCU – VIN relationship is done via ISTA system when the replacement unit is programmed and coded. Once completed, perform standard test steps for replacing the telematics control unit such as updating services and making a test call.
- Follow normal diagnostic procedure outlined in [B84 02 14](#) in the event that ISTA is unable to:
 - o Establish a TCU – VIN relationship. This is evident if “Update services” is grayed out, cannot make a SOS call etc.
 - o Activate the unit

WARRANTY INFORMATION

Not Applicable

ATTACHMENTS

View PDF attachment [Telematics Control Unit Replacement Part Activation Guide](#).

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Part Activation Guide

B84 03 11

August 2018



The Ultimate Driving Machine®

Telematics Control Unit Replacement Part Activation via DCSnet - Procedures

NEW - Please see pages 8 & 9 for new updates to the Part Activation Guide. The process is changing for replacing the telematics unit on vehicles equipped with WiFi Hotspot (6WD).

Depending on the vehicle, different telematics control units may have different procedures for activating the unit.

For example, Telematics Control Box (TCB) spares will not be pre-activated and will need to be activated as part of a replacement installation in a vehicle. This is necessary in order to enable MINI Assist service provisioning and to make a test call prior to customer delivery.

Parts Managers will be able to access the activation application directly through DCSnet under Parts → Telematics Device Spares Activation

CHANGE: Effective immediately, all telematics control unit spares can now be activated via the DCSnet application.

All telematics control unit spares are to be activated by the Parts Manager before release to the Technician for installation in the vehicle.

The screenshot shows the DCSnet application interface. The navigation menu on the left includes: Administration, Sales, Service, Parts, Corporate, Documents, ASAP Aftersales Assistance Portal, ATLAS Training Tutorials, BMW Accessories Planner, BMW Accessories Portal, BMW Group Dealer Systems Help Desk - (800-877-8144), CenterNet, DCSnet Training Tutorials, DCSnet Warranty Claim Process Tutorials, DMS Provider, MINI Accessories Portal, MSDS, Parts Knowledge Portal - BMW, and Parts Knowledge Portal - MINI. The main content area is titled "Telematics Device Spares Activation" and features a table with columns: MIN, MDN/MSISDN, Request Type, Status, Comments, and Delete/Activate. The table contains three rows of data, all with a status of "In progress".

MIN	MDN/MSISDN	Request Type	Status	Comments	Delete/Activate
N/A		Activation	In progress	Activation submitted to ATT for IMEI 3581340401...	
N/A		Activation	In progress	Activation submitted to ATT for IMEI 3581340400...	
N/A		Activation	In progress	Activation submitted to ATT for IMEI 3581340400...	

PROCESS:

The serial number of the TCU (Telematics Control Unit) phone module, called the IMEI (International Mobile Equipment Identity), is needed to activate the TCU. The IMEI is found on the label of the TCU as shown in the example label below:



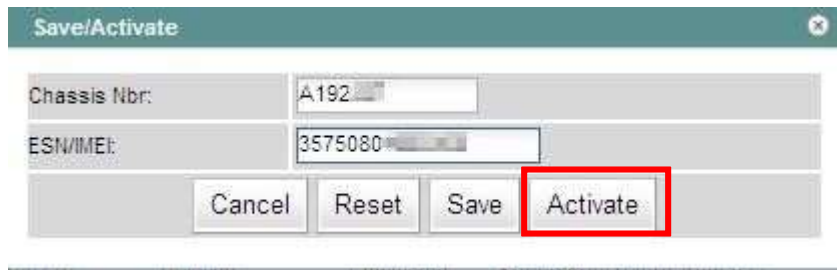
The Parts Manager will need to:

1. Access the new application screen and click on the Create button at the bottom of the screen. This brings up the Save/Activate window as shown in the example screen shot below.

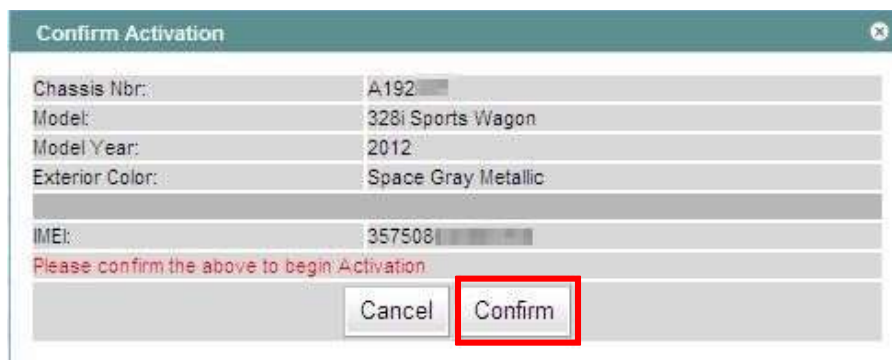
Chassis Nbr	ESN/IMEI	MIN	MDN/MSISDN	Request Type	Status	Comments	Delete/Activate
E83	35813404	N/A	50033	Activation	Active	Successful return from ATT	
LY0	14602522	248235				Assist equipped/capable.	
LY2	10215000	248235				ROM ATT	
AZ8	10215000	404241				activation ESN : 10215...	
DT6	10215531	248240				ending for ESN : 1021...	
A25	10215528					Assist equipped/capable.	
CZ7	10215531					Assist equipped/capable.	
LY3	10215642					Assist equipped/capable.	
DT6	10215642	248240				Assist equipped/capable.	
CX0	10215531	248238	24842	Activation	Active	SUCCESSFUL RETURN FROM ATT	
A19	35750804	N/A		Activation	In progress	Activation submitted to ATT for IMEI 3575080400...	
A19	35750804	N/A		Activation	In progress	Activation submitted to ATT for IMEI 3575080400...	
A19	35813404	N/A	544730	Deletion	Completed	Successful return from ATT	
A19	35813404	N/A	544733	Deletion	Completed	Successful return from ATT	
L98	35827902	N/A	500353	Activation	Active	Successful return from ATT	
LN2	35837003	N/A	522658	Activation	Active	Successful return from ATT	

2. Enter the Chassis number for the vehicle in which the replacement telematics control unit is being installed and the ESN or IMEI from the label of the replacement part going into the vehicle.
 - IMEIs (GSM) are 15 digits in length.

3. Submit the automated activation request by clicking on the Activate button.



4. Click the Confirm button.



The request is automatically received and processed by MINI's backend telematics management system.

The system looks for and processes activation requests every 15 minutes. Normal activation completion timelines are between 15-30 minutes.

In addition to the activation, the vehicle is linked with the ESN or IMEI in MINI's backend telematics management systems. Without this linkage, MINI Assist services cannot be rendered.

A complete log of all activation request activity **specific only to your center**, is maintained on DCSNet at the individual transaction level.

Columns have been added – "MIN" & "MDN/MSISDN". The application now displays the phone numbers assigned to the unit following a successful activation.

- For GSM units the numbers are for reference only.

Telematics Device Spares Activation

Criteria

Chassis Nbr: Status: All Request Type: Search

Chassis Nbr	ESN/IMEI	MIN	MDN/MISDN	Request Type	Status	Comments	Delete/Activate
E633	358134	N/A	50035	Activation	Active	Successful return from ATT	[Delete] [Activate]
LY01	146025	24823	24871	Activation	Active	VIN LY06 is not BMW Assist equipped/capable.	[Delete] [Activate]
LY2	102150	24823	24871	Activation	Active	SUCCESSFUL RETURN FROM ATT	[Delete] [Activate]
AZ8	102150	40424	23425	Activation	Active	TCU is already set for deactivation ESN : 10215...	[Delete] [Activate]
DT68	102155	24824	24874	Activation	Active	ESN is already active	[Delete] [Activate]
A25	102155			Activation	In progress	Process-status is set to pending for ESN : 1021...	[Delete] [Activate]
CZ7	102155			Activation	In progress	VIN CZ75 is not BMW Assist equipped/capable.	[Delete] [Activate]
LY31	102156			Activation	In progress	VIN LY35 is not BMW Assist equipped/capable.	[Delete] [Activate]
DT68	102156	248240	24874	Deletion	Completed	VIN DT68 is not BMW Assist equipped/capable.	[Delete] [Activate]
CX0	102155	248236	24842	Activation	Active	SUCCESSFUL RETURN FROM ATT	[Delete] [Activate]
A19	357508	N/A		Activation	In progress	Activation submitted to ATT for IMEI 3575080400...	[Delete] [Activate]
A19	357508	N/A		Activation	In progress	Activation submitted to ATT for IMEI 3575080400...	[Delete] [Activate]
A19	358134	N/A	54473	Deletion	Completed	Successful return from ATT	[Delete] [Activate]
A19	358134	N/A	54473	Deletion	Completed	Successful return from ATT	[Delete] [Activate]
L98	358279	N/A	50035	Activation	Active	Successful return from ATT	[Delete] [Activate]
NN2	358279	N/A	53366	Activation	Active	Successful return from ATT	[Delete] [Activate]
B32	102150			Activation	In progress	Activation submitted to ATT for ESN 1021501	[Delete] [Activate]
AC7	231162			Activation	Failed	AC7963 fails validation due to No valid esa, o...	[Delete] [Activate]
DY2	358279	N/A	544704	Activation	Active	Successful return from ATT	[Delete] [Activate]
A19	357508	N/A		Activation	In progress	Activation submitted to ATT for IMEI 3575080400...	[Delete] [Activate]
CY6	351534	N/A	54470	Deletion	Completed	Successful return from ATT	[Delete] [Activate]
E54	358279	N/A	54470	Activation	Active	IMEI is already active	[Delete] [Activate]
WA	351231	N/A		Activation	In progress	Activation submitted to ATT for IMEI 3512310053...	[Delete] [Activate]
CG6	102150			Activation	In progress	Activation submitted to ATT for ESN 10215000108	[Delete] [Activate]
PK11	102150			Activation	In progress	Activation submitted to ATT for ESN 10215000108	[Delete] [Activate]
MK3	102150			Activation	In progress	Activation submitted to ATT for ESN 10215000108	[Delete] [Activate]

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Create

Parts Managers also have the ability to perform the following:

- a) **Save** an activation request for later submittal.

Save/Activate

Chassis Nbr: A192

ESN/IMEI: 35813404

Cancel Reset Save Activate

- b) **Delete** an activation request in **“Completed”** status (for example, if it was determined the activation request was done in error.)
 - **This de-links the vehicle ESN or IMEI association and results in an automated deactivation of the ESN or IMEI.** The IMEI then becomes available for re-activation if needed.
- c) **Search** and filter the transaction list by Request Type.

For activation requests in **“Failed”** status, failure reason can be viewed under the **“Comments”** section on the list screen and complete text is displayed as a tool tip upon mouse-over of the comments.

Important note: The transaction list is only just that, a list of activation-related transactions done by only your center. It is not a real-time reflection of the actual current ESN/IMEI-VIN relationship, because over time and the life of the vehicle, changes are also made in the MINI USA backend systems by MINI USA telematics services management.

Data entry of the ESN or IMEI initiates a series of data checks. If certain error conditions exist the user will receive one of the following messages:

1. The ESN/IMEI entered was not found in the OTM Database.

The screenshot shows a 'Save/Activate' dialog box with two input fields: 'Chassis Nbr:' containing 'A19' and 'ESN/IMEI:' containing '35750804'. Below the fields are four buttons: 'Cancel', 'Reset', 'Save', and 'Activate'. A red error message at the bottom reads: 'The ESN/IMEI entered was not found in the OTM Database. Please verify and correct.'

Action to take: Verify the ESN or IMEI on the telematics control unit's label and attempt the submittal again.

2. The ESN/IMEI entered must be either 11 or 15 digits in length.

The screenshot shows a 'Save/Activate' dialog box with two input fields: 'Chassis Nbr:' containing 'KW1' and 'ESN/IMEI:' containing '1021500'. Below the fields are four buttons: 'Cancel', 'Reset', 'Save', and 'Activate'. A red error message at the bottom reads: 'The ESN/IMEI entered must be either 11 or 15 digits in length.'

Action to take: Verify the ESN or IMEI on the telematics control unit's label and attempt the submittal again.

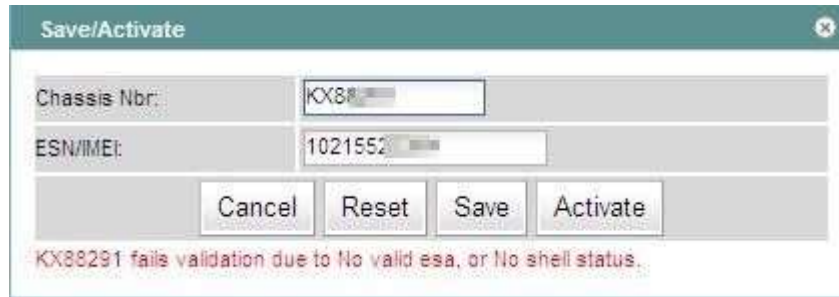
3. ESN/IMEI is already associated to another vehicle.

The screenshot shows a 'Confirm Deactivation' dialog box with a message: 'CX01 is associated with another active ESN, 102155. Please click on 'Deactivate' to deactivate the current IMEI.' Below the message are two buttons: 'Cancel' and 'Deactivate'.

Action to take: Verify the Chassis and ESN or IMEI and attempt the submittal again. If the existing IMEI in the vehicle and the VIN are correct, and the IMEI is to be replaced, select “**Deactivate.**” This will deactivate the existing IMEI in the vehicle.

The activation originally initiated will not proceed automatically following the de-linking. You will need to re-initiate the activation request.

4. No ESA on file for the vehicle.



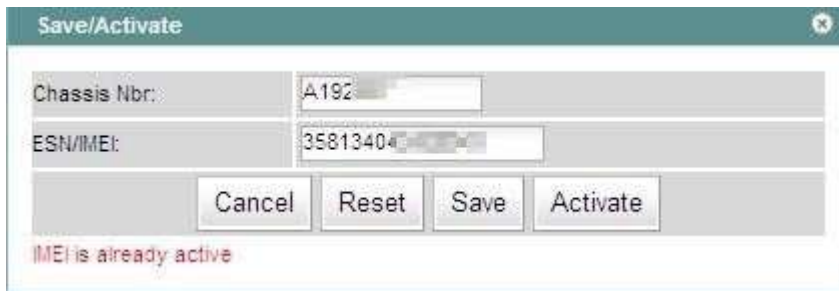
The screenshot shows a 'Save/Activate' dialog box with the following fields and buttons:

Chassis Nbr:	KX88291
ESN/IMEI:	1021552
<input type="button" value="Cancel"/> <input type="button" value="Reset"/> <input type="button" value="Save"/> <input type="button" value="Activate"/>	

Below the buttons, a red error message reads: "KX88291 fails validation due to No valid esa, or No shell status."

Action to take: Have a Client Advisor or Service Manager complete an ESA (Electronic Subscriber Agreement) for the customer and then try the activation request again.

5. IMEI is already active.



The screenshot shows a 'Save/Activate' dialog box with the following fields and buttons:

Chassis Nbr:	A192
ESN/IMEI:	35813404
<input type="button" value="Cancel"/> <input type="button" value="Reset"/> <input type="button" value="Save"/> <input type="button" value="Activate"/>	

Below the buttons, a red error message reads: "IMEI is already active"

Action to take: Verify the Chassis, and the IMEI on the telematics control unit's label and attempt the submittal again. If the Chassis Number and IMEI is verified as correct than no further action needs to be taken.

6. ESN is already active.



The screenshot shows a 'Save/Activate' dialog box with the following fields and buttons:

Chassis Nbr:	KW19
ESN/IMEI:	1021500
<input type="button" value="Cancel"/> <input type="button" value="Reset"/> <input type="button" value="Save"/> <input type="button" value="Activate"/>	

Below the buttons, a red error message reads: "ESN is already active"

Action to take: Verify the Chassis, and the ESN on the telematics control unit's label and attempt the submittal again. If the Chassis Number and ESN is verified as correct than no further action needs to be taken.

7. Vehicle is not MINI Assist capable.



The screenshot shows a dialog box titled "Save/Activate" with a close button (X) in the top right corner. It contains two input fields: "Chassis Nbr:" with the value "E44" and "ESN/IMEI:" with the value "102155". Below these fields are four buttons: "Cancel", "Reset", "Save", and "Activate". At the bottom of the dialog, a red error message reads: "VIN E44699 is not BMW Assist equipped/capable."

Action to take: Verify the Chassis, and the ESN or IMEI on the telematics control unit's label and attempt the submittal again. If error persists, check for presence of SA 639 or 6NL or 6AE on the vehicle order or for history of a retrofit. If not present, the vehicle is not equipped.

Additional User Support:

If an error continues to persist or should you encounter an error that is not addressed above, you must submit a PuMA Case for additional support. Please include pictures and screenshot of errors.

Telematics Spare Parts Activation for WiFi Hotspot Vehicles

Changes for Activating Telematics Units.

The process is changing for replacing the telematics unit on vehicles equipped with WiFi Hotspot (6WD)

CHANGE: The "new" telematics unit must be activated before the "old" telematics unit is deactivated.

The telematics unit's "phone number" must not change in order to ensure the data plan remains associated to the vehicle; therefore, the "phone number" of the unit currently in the vehicle must be transferred to the spare part. This is done by first activating the "new" unit before the "old" unit is deactivated.

Please note: Once the "new" unit is activated the "old" unit will be deactivated automatically.

Please see below the step-by-step process for activating WiFi capable units.

Telematics Device Spares Activation



Criteria

Chassis Nbr
 Status All
 Request Type

Result

Chassis Nbr	ESN/IMEI	MIN	MDN/MSISDN	Request Type	Status	Comments	Delete/Activate
G41	359641060	N/A	6195	Deletion	Completed	Successful return from ATT	
GE1	359641060	N/A	6195	Deletion	Completed	Successful return from ATT	
GE1	359641060	N/A	6195	Activation	Active	Successful return from ATT	
GE1	359641060	N/A	6195	Activation	Active	Successful return from ATT	
GE1	359641060	N/A	6309	Activation	Active	Successful return from ATT	
G41	359641060	N/A	6195	Activation	Active	Successful return from ATT	
G41	359641060	N/A	6195	Activation	Active	Successful return from ATT	
GE1	359641060	N/A		Activation	In progress		
GE1	359641060	N/A		Activation	In progress		
GE1	359641060	N/A	6195	Activation	Active	Successful return from ATT	
GE1	359641060	N/A		Activation	In progress		
GE1	359641060	N/A	6197	Activation	Active	Successful return from ATT	
VY5	358670070	N/A		Activation	In progress		
DZ7	357508040	N/A	5683	Deletion	Completed	Successful return from ATT	
P88	359500070	N/A	4729	Activation	Active	Successful return from ATT	
P88	359500070	N/A	4729	Deletion	Completed	Successful return from ATT	
0F7	356812050	N/A		Deletion	In progress	Successful return from ATT	
G14	359500070	N/A		Activation	In progress		
G14	359643060	N/A		Activation	In progress		
D97	359643060	N/A		Activation	In progress		
G54	359641060	N/A	61991	Activation	Active	Successful return from ATT	
G54	359641060	N/A	61991	Activation	Active	Successful return from ATT	
G54	359641060	N/A		Activation	In progress		
0D5	358670070	N/A		Activation	In progress		
0D4	358670070	N/A		Activation	In progress		
D55	359784040	N/A		Deletion	Completed	Successful return from ATT	
GE1	359641060	N/A		Activation	In progress		
C96	359500070	N/A		Activation	Saved		
DY3	359784040	N/A		Deletion	Completed	Successful return from ATT	
P88	359500070	N/A	4729	Activation	Active	Successful return from ATT	
G55	351610070	N/A		Deletion	Completed	Successful return from ATT	

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1. Insert the VIN and the IMEI of the spare part

Please note: You will not be prompted to perform a deactivation of the unit.

Save/Activate

Chassis Nbr:

ESN/IMEI:

2. A pop up message will ask to confirm. Press "Confirm" to begin activation.

Confirm Activation

Chassis Nbr: G41

Model: 750i xDrive Sedan

Model Year: 2016

Exterior Color: Mineral White Metallic

IMEI: 3596410

Please confirm the above to begin Activation:

Cancel **Confirm**

Please note: It will not show the deletion of the unit in the list of records of the vehicle.

3. The status will start as “in progress”

Telematics Device Spares Activation

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Criteria

Chassis Nbr
 Status All
 Request Type

Result

Chassis Nbr	ESN/IMEI	MIN	MDN/MSISDN	Request Type	Status	Comments	Delete/Activate
G415	3596410600	N/A	619581	Activation	In progress	Successful return from ATT	
G415	359641060	N/A	619581	Activation	Active	Successful return from ATT	<input type="button" value="Delete"/>
GE12	359641060	N/A		Activation	In progress		
GE12	359641060	N/A		Activation	In progress		
GE12	359641060	N/A	61958	Activation	Active	Successful return from ATT	<input type="button" value="Delete"/>
GE12	359641060	N/A		Activation	In progress		
GE12	359641060	N/A		Activation	In progress		

4. Once the new unit is activated, the status will show as “Completed.”

Please note: Once the “new” unit is activated the “old” unit will be deactivated automatically

Telematics Device Spares Activation

?

Criteria

Chassis Nbr
 Status All
 Request Type

Result

Chassis Nbr	ESN/IMEI	MIN	MDN/MSISDN	Request Type	Status	Comments	Delete/Activate
G41	359641060	N/A	6195	Activation	Active	Successful return from ATT	<input type="button" value="Delete"/>
G41	359641060	N/A	6195	Activation	Active	Successful return from ATT	<input type="button" value="Delete"/>
GE1	359641060	N/A		Activation	In progress		
GE1	359641060	N/A		Activation	In progress		
GE1	359641060	N/A		Activation	In progress		