



SIB 84 01 21

2021-05-05

## TELEMATICS UNIT DEACTIVATION DUE TO 3G CELLULAR TECHNOLOGY DISCONTINUATION

### MODEL

E84 (X1 Sports Activity Vehicle (SAV))	E89 (Z4 Roadster)	F01 (7 Series Sedan)	F02 (7 Series Sedan LWB)
F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F12 (6 Series Convertible)
F13 (6 Series Coupe)	F15 (X5 SAV)	F16 (X6 Sports Activity Coupe (SAC))	F22 (2 Series Coupe)
F23 (2 Series Sedan)	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)	F45 (X2 SAC)	F48 (X1 SAV)	F80 (M3 Sedan)
F82 (M4 Coupe)	F83 (M4 Convertible)	F85 (X5 M SAV)	F86 (X6 M SAC)
I01 (i3)	I12 (i8 Coupe)		

The **non-eligible** vehicles have been updated with the following VIN-specific Vehicle Comment in the DCSnet Warranty Vehicle Inquiry.

**Please see SI B84 01 21: This vehicle is affected by the 3G cellular technology discontinuation that will occur February 2022. ConnectedDrive services for this vehicle will no longer be available at that time, or sooner if customer's ConnectedDrive services expire before this discontinuation date. Renewing these services is no longer be possible. Also, this vehicle does not meet the necessary technical requirements to perform a technology upgrade to continue the ConnectedDrive services past February 2022.**

If you have a non-eligible vehicle-related question, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections.

### SITUATION

The discontinuation of 3G cellular communication for Combox, TCB 3G and ATM 3G (Telematics Control Module) can no longer be supported by the cellular network provider starting February 2022. The decision to phase out 3G network technology was made at the discretion of the respective cellular carriers and lies beyond the control of BMW. Due to this phase-out, BMW Assist and ConnectedDrive services will no longer be supported after this date.

The BMW Assist and ConnectedDrive services/functionalities that are affected include the following:

- Emergency Calling (SOS/E-Call) including Automatic crash notification
- BMW Online and eMobility
- MyInfo (sent to car)
- Remote Services
- Stolen Vehicle Recovery
- TeleService
- Concierge
- RTTI (Real Time Traffic Information)
- My BMW App

### CAUSE

3G cellular communication network will be discontinued by cellular carriers.

## **CORRECTION**

All telematic units affected by the 3G discontinuation will be decommissioned in February 2022 and the technology will no longer be supported. It is not technically possible to upgrade/retrofit these vehicles to support current technology.

## **PROCEDURE**

No action is needed by the customer or dealer. The customer will be notified by email or printed mail regarding 3G cellular technology discontinuation.

Information can also be found in the PKoD and BMW USA websites:

- [https://www.bmwusa.com/content/dam/bmwusa/connected-drive/pdf/3G\\_FAQ.pdf](https://www.bmwusa.com/content/dam/bmwusa/connected-drive/pdf/3G_FAQ.pdf)

Once in PKoD navigate to Technology > ConnectedDrive > 3G Cellular Discontinuation.

## **PARTS INFORMATION**

Parts exchange will not provide a solution.

## **WARRANTY INFORMATION**

Performing a repair and submitting a claim does not apply to the information being provided in this Service Information Bulletin.

## **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department