



SIB 84 02 21

2021-05-17

TELEMATICS UNIT RETROFIT TO 4G CELLULAR TECHNOLOGY

This Service Information Bulletin (Revision 1) replaces SI B84 02 21 **dated May 2022**.

What's New (Specific text highlighted):

- Repair Instructions regarding hardware replacement procedure.
- The labor operation information has been updated in the Warranty Information section.

MODEL

F06 (6 Series Gran Coupe)	F12 (6 Series Convertible)	F13 (6 Series Coupe)	F15 (X5 Sports Activity Vehicle (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)	F80 (M3 Sedan)
F82 (M4 Coupe)	F83 (M4 Convertible)	F85 (X5 M SAV)	F86 (X6 M SAC)
F87 (M2 Coupe)	G12 (7 Series Sedan)		

The **eligible** vehicles have been updated with one of following two VIN-specific Vehicle Comments in the DCSnet Warranty Vehicle Inquiry.

Software Upgrade

Please see SI B84 02 21 (DC 85 81 02 01 NA): This vehicle is affected by the 3G cellular technology discontinuation that will occur February 2022. Certain ConnectedDrive services for this vehicle, including the BMW Assist eCall, will be affected and no longer be available at that time; or sooner if the customer's ConnectedDrive services expire before this discontinuation date. This vehicle is eligible for a one-time software update to keep these services active.

Or, for a:

Hardware Retrofit and Software Upgrade

Please see SI B84 02 21 (DC 85 82 03 01 NA): This vehicle is affected by the 3G cellular technology discontinuation that will occur February 2022. Certain ConnectedDrive services for this vehicle, including the BMW Assist eCall, will be affected and no longer be available at that time; or sooner if the customer's ConnectedDrive services expire before this discontinuation date. This vehicle is eligible for a one-time hardware retrofit and software update to keep these services active.

Note: Before performing this repair and submitting a claim, first check that the vehicle has one of the above Vehicle Comments showing in the DCSnet Warranty Vehicle Inquiry. Then, review the Repair History (Claims) section to confirm that a prior claim for this one-time 4G retrofit repair has not already been submitted.

If you have a vehicle repair eligibility and/or coverage question, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections prior to performing this repair.

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 the 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

Information can also be found in PKoD (Product Knowledge on Demand) and BMW USA website:

- https://www.bmwusa.com/content/dam/bmwusa/connected-drive/pdf/3G_FAQ.pdf

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

CAUSE

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

CORRECTION

Retrofit the vehicle to accept 4G cellular technology.

PROCEDURE

1. Determine whether the vehicle will need to have a software upgrade only or both a software upgrade and hardware retrofit by checking the iCC ID in Dealer Cockpit.

- Dealer Cockpit can be found in the DCSnet portal

2. Enter the VIN of the affected vehicle into Dealer Cockpit and review the iCC ID. The first 7 digits will designate if the vehicle needs a software upgrade or software + hardware retrofit.

- **8901410** will indicate the vehicle will need a **hardware retrofit + software upgrade**, proceed to **Step 3**.
- **8901170** will indicate the vehicle will only need a **software upgrade**, proceed to **Step 4**.

3. Perform guided replacement of the telematics control unit. Note there are two possible locations for the control unit, it is important that the correct part is ordered.

The telematics back up battery should only be replaced if the telematics control unit also happens to be defective or the battery itself has failed. In most cases, the retrofit procedure is replacing equipment that is good

and in working order.

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

4. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. Is the current vehicle integration level:

Model	Integration level
F06 F12 F13	Lower than F010-16-11-5xx
F15 F16 F25 F26 F85 F86	Lower than F025-16-11-5xx
F22 F23 F30 F31 F32 F33 F34 F36 F80 F82 F83 F87	Lower than F020-16-11-5xx
G12	Lower than A15A-16-11-5xx

YES: Proceed to Step 5.

NO: No action is needed.

5. Program the vehicle using the latest ISTA version.
6. Update services and check Connected Drive functionality.

To perform an “Update Services” process:

Depending on your vehicle's Model Year and Make, navigate to “BMW Assist”, “ConnectedDrive” or “Apps” using your iDrive controller.

Under BMW Assist or ConnectedDrive:

- Open “Options” (physical button surrounding your iDrive controller)
- Click on “Update BMW Assist”

Under Apps:

- Click on “All Apps”
- Open “Options” (physical button surrounding your iDrive controller)
- Click on “Update apps and services”

Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)).

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
84 10 5 A0F C23	ATM 4G Trunk Mount	1
Or:	---	--
84 10 9 843 931	ATM 4G Roof Mount	1

Additionally, other small parts that are not specified above, such as one-time screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the corresponding repair Defect Code listed in this bulletin.

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle's software to the required I-level or higher.

Please be sure to perform any additional before work (retrofitting the vehicle's hardware for this repair when applicable), and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

This one-time 4G retrofit repair is currently covered regardless of the eligible vehicle's time (age) or mileage.

Reimbursement for this 4G retrofit repair will be via normal claim entry utilizing the applicable work package information below, and when required, the part number listed above that applies.

A. The vehicle only needed a software upgrade

Defect Code:	85810201NA	SI B84 02 21 3G Sunset Retrofit (Software)
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Work Package # 1

The vehicle's software was upgraded in conjunction with performing an open programming and encoding Technical Campaign or with another repair on the vehicle.

Labor Operation	Description (Main work)	Labor Allowance
84 99 000	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair prior to this workshop visit (vehicle is already at the specified Target integration level or higher, no repair is necessary) (Main work)	1 FRU

Or:

Work Package # 2

Labor Operation	Description (Plus work)	Labor Allowance
84 99 000	Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair prior to or during this workshop visit (vehicle is already at the specified Target integration level or higher, no repair is necessary) (Plus work – Vehicle is already in the workshop)	1 FRU

Or:

Work Package # 3

The vehicle's software was upgraded on a vehicle with no open programming and encoding Technical Campaign repair(s)

Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system-checking faults) (Main work)	Refer to AIR

Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system-checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Or:

B. The vehicle needed a hardware retrofit and a software upgrade

Defect Code:	85820301NA	SI B84 02 21 3G Sunset Retrofit (Software and Hardware)
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Work Package # 4

The vehicle's hardware was retrofitted, afterwards, the vehicle's software was upgraded in conjunction with performing an open programming and encoding Technical Campaign or with another repair on the vehicle.

Labor Operation	Description	Labor Allowance (Refer to AIR)
84 10 821	Replacing telematics control module	F06, F12, F13, F23
Or:		
84 10 801	Replacing the Combox	F22, F25, F30, F31, F32, F33, F34, F35, F36, F80, F82*
Or:		
84 10 811	Replacing telematics communication box (TCB)	F22, F25, F30, F31, F32, F33, F34, F35, F36, F80, F82*, F83, F87
Or:		
84 10 855	Replacing telematics control module in the trunk	F26, F31
Or:		
84 10 850	Replacing telematics control module under headlining without sliding roof	F35, F36, G11, G12
Or:		
84 10 851	Replacing telematics control module under headlining with sliding roof	F35, F36, G11, G12

Or, for the:

*F82 - M4 GTS Coupe (MC 4S93 only)

Labor Operation	Description	Labor Allowance
84 99 000	Work time to replace the telematics communication box/Combox	2 FRU (F82 4S93 - M4 GTS Coupe)

Or:

Work Package # 5

The vehicle's hardware was retrofitted and the software was upgraded on a vehicle with no open programming and encoding Technical Campaign repair(s).

Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system-checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system-checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And:		
84 xx xxx	Replacing telematics control module (Refer to WP # 4 above for the corresponding labor operation)	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B84 02 21 WP 1), unless otherwise required by State law.

Programming and Encoding the Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module related IRAP recovery procedure (when applicable as required)/repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and the what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
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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