SIM 84 02 22 2022-08-03

# SERVICE ACTION: TELEMATICS CONTROL UNIT RESET

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

## MODEL

| E-Series | Model Description | Production Date |
|---|---|---|
| F54 | MINI Clubman | May 23, 2022 – July 29, 2022 |
| F55 | MINI Hardtop 4 Door | May 23, 2022 – July 29, 2022 |
| F56 | MINI Hardtop 2 Door | May 23, 2022 – July 29, 2022 |
| F57 | MINI Convertible | May 23, 2022 – July 29, 2022 |
| F60 | MINI Countryman | May 23, 2022 – July 29, 2022 |

## AFFECTED VEHICLES

Vehicles which require this Campaign to be completed will show it as “Open” when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

## SITUATION

All Connected Drive voice services (concierge call, accident/roadside assistance and emergency call) can no longer be used regionally in vehicles with telematics control unit ATM-1 and TCB-4G in the USA. Voice control of the vehicle and telephone services (paired smartphone) are not affected.

## CAUSE

In the 4G network, voice calls are transmitted via the Voice Over LTE (VoLTE) function. For this purpose, the SIM card must perform an IMS registration in the mobile communications network. Due to a production fault, the telematics control units were delivered without an IMS configuration.

## CORRECTION

Perform a reset of the telematics control unit.

- Note: Programming of the control unit is not required for this repair

## PROCEDURE

- Connect the battery charger to the vehicle
- Connect the diagnosis system to the vehicle (ISTA 4)
- Select “Vehicle Information”
- Select “Control Unit Tree”
- Select “Telematics Control Unit”
- Select “Control Unit Functions”
- Select “Component Actuation”
- Select and perform a control unit reset

Test Connected Drive voice services to make sure they are working after the reset.

## CLAIM INFORMATION

Reimbursement for this Action will be via normal claim entry utilizing the applicable work package information below that applies.

| | | |
|---|---|---|
| **Defect Code:** | **0084130200** | **---** |

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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop**

| Work Pkg | Labor Operation | Description (Plus work) | Labor Allowance |
|---|---|---|---|
| # 1 | 00 72 883 | Resetting the telematics control unit | 3 FRU |

Or:

**The vehicle arrives at your dealer and this Action shows open (No other Main work will be performed or claimed during this workshop visit)**

| Work Pkg | Labor Operation | Description (Main work) | Labor Allowance |
|---|---|---|---|
| # 2 | 00 72 302 | Resetting the telematics control unit | 5 FRU |

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

### Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: M84 02 22 WP 1), unless otherwise required by State law.

## FEEDBACK REGARDING THIS BULLETIN

| | |
|---|---|
| Technical Feedback | To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin |
| Warranty Feedback | To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal |
| Parts Feedback | To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department |

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