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## **SERVICE ACTION: GSM COMBOX DEACTIVATION / DISCONTINUATION WITH 4 YEAR ASSIST SERVICE**

### **UPDATE!** What's New:

- **Model:** Option code removed to prevent confusion about affected vehicles
- **Situation:** Information added about Bluetooth functionality that is not affect by this Service Action
- **Correction:** Information added about lease returns, loaner, CPO and used vehicles that are not eligible for the 3 customer options
- **Information:** Removed scenario regarding new/unsold Z4s & X1s
- **Procedure:** Added info about COMBOX retrofit that it does not affect Bluetooth functionality
- **Warranty:** Added info that the correct flat rate labor operation that corresponds to the option the customer selected is claimed and removed information about Z4s & X1s

New information provided by this revision is preceded by this symbol **UPDATE!**.

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.

This Service Information bulletin supersedes SI B84 03 16 **dated December 2016**.

**UPDATE!** **MODEL**

E82 (1 Series Coupe)	E88 (1 Series Convertible)	E89 (Z4)	E84 (X1)
E90 (3 Series Sedan)	E91 (3 Series Sports Wagon)	E92 (3 Series Coupe)	E93 (3 Series Convertible)
F30 (3 Series Sedan)	F25 (X3)	E70 (X5)	E71 (X6)
E72 (X6 Hybrid)	F10 (5 Series Sedan)	F07 (5 Series Gran Turismo)	F10 (5 Series Hybrid)
F12 (6 Series Convertible)	F13 (6 Series Coupe)	F06 (6 Series Gran Coupe)	F01 (7 Series Sedan)
F02 (7 Series Sedan)	F04 (Hybrid 7 Series)		

## SITUATION

The underlying 2G technology for the GSM (Global System Mobile communication) COMBOX will no longer be supported by the cellular network providers after December 31, 2016. This COMBOX and the BMW Assist services that use its functionality will therefore no longer function after that date.

**UPDATE!** The BMW Assist functionalities **that are** affected includes the following:

- SOS/E-Call including Automatic crash notification
- Concierge Service
- Remote Service
- Teleservices

**UPDATE!** The vehicle's existing Bluetooth® wireless functionality is **NOT** affected.

## AFFECTED VEHICLES

**This Service Action only applies to the affected vehicles (equipped with a COMBOX) listed above with an active BMW Assist subscription which expires on or before December 31, 2017.**

Contact the ConnectedDrive support team for questions about Military delivered vehicles at 201-307-4347.

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

## CAUSE

2G GSM COMBOX cellular communication network is no longer supported.

**UPDATE!** **CORRECTION**

Customer must choose **one of the following “Options”** listed:

**Option #1 - \$300 BMW Lifestyle and Accessories voucher for in-dealer purchases**

The COMBOX must be deactivated. BMW Assist functionalities will no longer be active and service subscription extension is not possible.

**Option #2 - \$200 Visa Pre-Paid Debit Card**

The COMBOX must be deactivated. BMW Assist functionalities will no longer be active and service subscription extension is not possible.

**Option #3 - Hardware upgrade**

Retrofit COMBOX Next Generation (COMBOX NG) and activate BMW Assist functionalities. Service extensions beyond the present customer contract end date must be paid for by the customer. The yearly rate for the extension of the service is \$199, subject to change.

**UPDATE!** **BMW vehicle lease returns, loaner (AMP), in-center inventory CPO and used cars are not eligible for the options listed above.**

**UPDATE!** **INFORMATION**

There are several scenarios whereby a vehicle may be indicated as affected by this campaign. These scenarios require different actions as listed below:

**Scenario 1: Customer receives Service Action notification via BMW Marketing mailer; In-Car message or email.**

**Customer/Dealer actions:**

1. The customer visits the website “BMWAssistOffer.com” as instructed in the mailer and selects **their preferred option**.
2. Customer prints the confirmation (must present to the dealer)
3. A notification email is sent to the customer with a link for “dealer locator”
4. The customer contacts the dealer of their choice and schedules an appointment time to visit the dealer.
5. Dealer completes the Service Action consistent with the customer’s selection.

**Scenario 2: Customer vehicle is already at the dealer and key read shows open campaign**

**Customer/Dealer actions:**

1. Service Advisor assists customer with “BMWAssistOffer.com” website visit (use customer information) and selection of a preferred option.

2. Service Advisor prints the confirmation for the customer.
3. Dealer completes the Service Action consistent with the customer's selection.

**Scenario 3: Vehicle is a Lease Return / Loaner / CPO / Used Car (Do not replace the COMBOX)**

**Note:** Lease return / loaner / CPO / Used vehicles are **not eligible to receive the COMBOX Next Generation retrofit**. These vehicles COMBOX **must** be deactivated.

**Generation retrofit.** These vehicles COMBOX must be deactivated.

**This situation does not affect the eligibility of these vehicles to be Certified, as long as the procedure is carried out.**

**Dealer actions:**

1. Dealer to complete and sign waiver form as per the attached Sales Bulletin. The waiver form is available via the Electronic Subscriber Agreement (ESA) application on DCSnet
2. Dealer installs sticker on top of the SOS button above rearview mirror

The deactivation process starts once the waiver form is signed and submitted electronically. This process can take up to 48 hours to complete.

The deactivation process **does not** require the vehicle to be connected to ISTA.

3. Dealer submits warranty claim for installing the sticker and filling out the waiver form, and closes out campaign

**Scenario 4: Customer reacts late to the notifications (e.g. March, 2017) and their BMW Assist subscription expired, e.g. February 2017**

**Dealer actions:**

1. Advise the customer that their subscription expired and also
  - a. no retrofit available
  - b. nor can they renew their subscription
2. No further steps performed

**Scenario 5: Customer reacts late to the notifications (e.g. March, 2017), but their BMW Assist subscription is still valid**

**Customer/Dealer actions:**

1. Advise the customer of the 3 options available list in the "Correction" section above.
2. Customer must select their preferred option.
3. Dealer completes the Service Action consistent with the customer's selection.

**All Model Year 2013 and earlier vehicles, and Model Year 2014 X6 only:**

Customers with an active Safety Plan which expires after December 31, 2016 are eligible to purchase one additional year of BMW Assist™ service only after selecting the option to have their vehicle retrofitted with the COMBOX Next Generation.

**UPDATE!** **PROCEDURE**

Dealer completes Service Action based on the customers' selected "Option" following the steps outlined in below.

**UPDATE!** **Note:** Deactivation of the COMBOX (option #1 or #2) **DOES NOT** affect the existing Bluetooth® wireless functionality.

**Option #1: Customer Selects \$300 BMW Accessories Voucher with COMBOX Deactivation****Option #2: Customer Selects \$200 Pre-Paid Visa card (Delivered by mail) with COMBOX Deactivation:**

1. Dealer reviews and confirms customer-selected option with the customer
2. Dealer completes waiver form using customer information, submits the waiver form and prints 2 copies for customer signature.
3. The waiver form is available on DCSnet in the Electronic Subscriber Agreement (ESA) application.
4. Refer to the attached FAQ for steps on completing the waiver form.
5. Customer signs the waiver form.

The deactivation process starts once the waiver form is signed and submitted electronically. This process can take up to 48 hours to complete.

The deactivation process **does not** require the vehicle to be connected to ISTA.

6. Dealer must **advise customer that the BMW Assist system will be** deactivated and features will no longer work, including:
  - a. Automatic collision notification including E-call/SOS button
  - b. Remote services - Google send to car
  - c. Concierge call
  - d. Teleservices

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|--|---|
|  | 7. Dealer installs sticker on the door for the E-Call |
|--|---|



button in the FZD as seen in the picture.

**For customers that select Option #1 or #2, refer to the attached Aftersales Business Bulletin for information about the \$300 Voucher and \$200 VISA card.**

8. Dealer submits the claim and closes out the campaign

### **Option #3: COMBOX Next Generation Hardware retrofit**

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

**Note: Retrofit is only possible with the following software version or higher:**

- ISTA 4.01.30 or higher (programming F series vehicles only)

**OR**

- ISTA/P3.59.5 or higher (can program either E or F series vehicles)

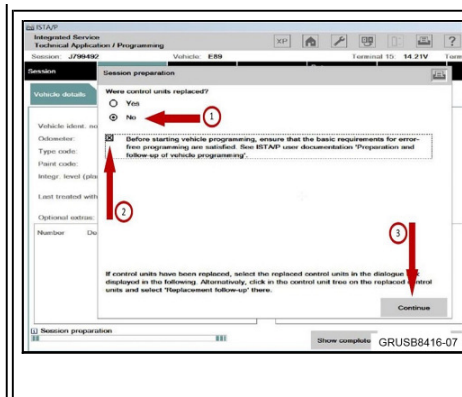
**Target I-Level is EXX / FXX 16-07-507**



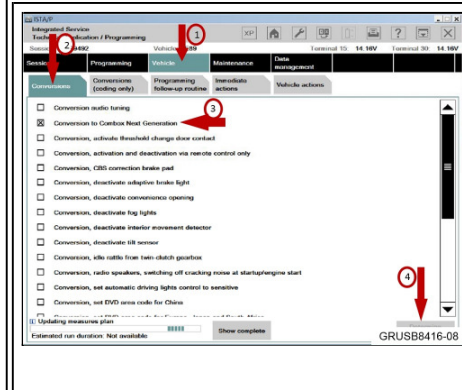
**Complete the retrofit by performing the steps outlined below**

1. Review and confirm with the customer their selected option.
2. Remove the COMBOX as per appropriate REP (depends on the model being retrofitted).
  - a. E Series – REP 84 11 660 (Removing and installing [replacing] telematics control unit).
  - b. F Series – REP 84 10 810 (Removing and installing [replacing] telematics communication box).
3. Verify the part number on the label of the part being installed is appropriate for the vehicle as detailed in PART INFORMATION below.
4. Verify the part counter person activates the unit following [SI B84 03 11](#).
5. Install the new COMBOX Next Generation replacement part following the REP listed in Step 2.

**Conversion Procedure using ISTA/P 3.59.5 or higher (E or F Series vehicles)**

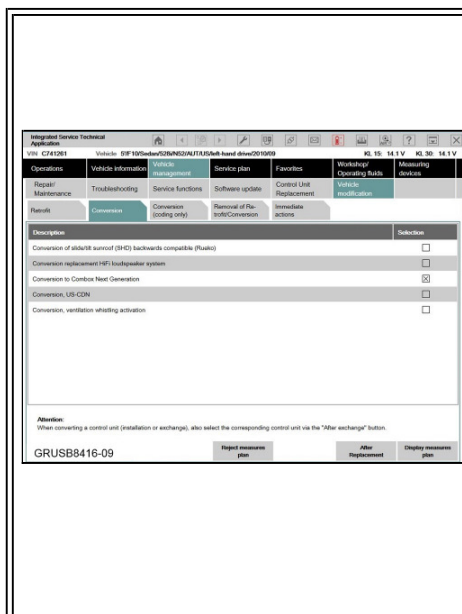


6. Connect the vehicle to ISTA/P.
7. Start a new programming session.
8. Select "No" to the question regarding "control units" being replaced (1).
9. Check the box (2).
10. Click on continue (3).



11. Click on the "vehicle" tab (1) and then "Conversions" (2).
12. From the list, select "Conversion to COMBOX Next Generation" (3).
13. Select determine measures plan (4).
14. Complete the ISTA/P session following normal programming steps from this point forward.

### Conversion Procedure using ISTA 4.01.36 or higher (F Series vehicles only) Preferred



6. Connect the vehicle to ISTA 4
7. Start a new session
8. Select "Vehicle management"
9. Select "Vehicle Modification"
10. Select "Conversion"
11. Select "Conversion to Combox Next generation"
12. Select "Display measures plan"
13. Select "Execute measures plan"
14. Complete programming and all post programming procedures in ISTA 4.

15. Allow the vehicle to sleep for 5 mins.
16. Update services via the iDrive. Vehicles without iDrive go to the next step.
17. Test the new COMBOX functionality as follows:

a. Perform an E-Call/SOS test call to verify functionality – Call dealer should confirm VIN, vehicle type, location etc. If the call does not even start perform a complete vehicle encoding

again.

b. Also, perform a roadside call and verify the call was successful.

c. Pair a recommended phone to Bluetooth and perform a test call.

18. Update the KISU data as outlined in the attachment “KISU Update”:

a. Perform another test call from Bluetooth.

19. Submit the claim and close out the campaign.

**UPDATE!** **Note:** For eligible customers with a 4-year Safety Plan contract only, expiring within 30 days from the date of performing the COMBOX “Next Generation” retrofit, they also have the option to purchase a one-year service extension agreement.

## PARTS INFORMATION

Part Number	Description	Quantity
84 10 2 447 925	COMBOX Telematics (E Series w/o Nav)	1
84 10 2 447 926	COMBOX for Telematics (E Series w/ Nav)	1
84 10 2 447 927	COMBOX Telematics (F Series w/o Nav)	1
84 10 2 447 928	COMBOX for Telematics (F Series w/ Nav)	1

**Note:** When applicable, request and invoice the COMBOX “Next Generation” part number specified and listed in this Service Information bulletin only. Performing a part number look-up in ETK by VIN or model will result with the wrong part being invoiced.

### Bulk Part Number

Part Number	Description	Quantity
01 29 0 050 579*	SOS/E-Call Switch Stick-on label (1=100)	Sublet, see below

\*Ordering part number only.

## **UPDATE!** WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information,

**Please submit your claims for completed repairs promptly!** **UPDATE!**



**UPDATE!** Please ensure that the correct flat rate labor operation that corresponds to the option the customer selected or that applies to the vehicle is chosen, invoiced and submitted. This is critically important because the “labor operation” submitted and credited on the claim is what determines which action will occur. Further, since Service Plans are expiring and periodic Pre-Paid Visa card mailings are also occurring, this will strictly limit or even prevent your center from appealing a claim that was incorrectly entered and credited.

After January 1, 2017, if an expired “4-year Safety Plan” contract on an Affected Vehicle has not been addressed by one of the options provided above, through the submission of a claim as outlined, the “open” campaign will be closed and removed 30-days after the date of the contract expiration.

- If you have claim pending submission for this campaign, please make sure your dealer “reserves” it. This will help ensure your claim will qualify for submission.

<b>Defect Code:</b>	<b>0084520100</b>	<b>ConnectedDrive Services/ GSM Combox Deactivation/4 Year Plan</b> <b>UPDATE!</b>
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#### A. Deactivating the Vehicle’s COMBOX/Service Plan **UPDATE!**


<b>Customer Selects to receive a \$300 BMW Accessories Voucher</b> <b>UPDATE!</b>		
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 64 194	Refer to KSD2	Provide the customer with a \$300.00 BMW Accessories Voucher with deactivating the COMBOX/service plan (Customer signs the required waiver form) and install the "button" sticker (Main work)

And:


#### Sublet - BMW Accessories Voucher

<b>Sublet Code “4”</b>	<b>\$300.00*</b>	<b>Reimbursement for the \$300.00 BMW Accessories Voucher</b>
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Or:

<b>Customer Selects to receive a \$200.00 Pre-Paid Visa® Card (Delivered by Mail)</b> 		
Labor Operation:	Labor Allowance:	Description:
00 64 195	Refer to KSD2	Customer receives a \$200.00 Pre-Paid Visa® card delivered by mail with deactivating the COMBOX/service plan (Customer signs the required waiver form) and install the "button" sticker and the (Main work)

Or:

<b>Vehicle is a Lease Return/Loaner/CPO/Used Car (Do not replace the COMBOX)</b> 		
Labor Operation:	Labor Allowance:	Description:
00 64 167	Refer to KSD2	BMW vehicle lease return/loaner/CPO/used car (Do not replace the COMBOX), deactivate the COMBOX/service plan (your center fills out required waiver form) and install the "button" sticker (In-service and/or pre-owned vehicles In-dealer inventory*) (Main work)

And, with each of the selections above:

**Sublet – Bulk Materials**

<b>Sublet Code 4</b>	See the sublet reimbursement calculations below	Reimbursement for the <b>SOS/E-Call Switch Stick-on label</b> (BMW bulk part number 01 29 0 050 579 equals a quantity of 100, please do not use the part numbers for claim submission)
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BMW bulk part number **01 29 0 050 579** equals a quantity of 100.

Sublet reimbursement calculation: Dealer net (DN) price divided by 100 (DN price for one label) plus your center's handling (that applies to one label).



**Note\*:** Claim the label sublet amount together with the sublet submission for the \$300.00

BMW Accessories Voucher (one sublet item).

### B. Replace/retrofit COMBOX (Without Programming and Encoding)

Labor Operation:	Labor Allowance:	Description:
00 64 168	Refer to KSD2	Replace/retrofit COMBOX, programming and encoding control units was performed in conjunction with another campaign or repair during the same workshop visit" (Main work)

Or:

### C. Replace/retrofit COMBOX (With Programming and Encoding)

Labor Operation:	Labor Allowance:	Description:
00 64 169	Refer to KSD2	Replace/retrofit COMBOX with programming and encoding control units ( <b>E7x, E8x and E9x without CAS</b> ) (includes connecting an approved battery charger/power supply and performing a vehicle test) (Main work)

Or:

### D. Replace/retrofit COMBOX (With Programming and Encoding including the CAS for E7x, E8x and E9x Vehicles when Applicable)

Labor Operation:	Labor Allowance:	Description:
00 64 170	Refer to KSD2	Replace/retrofit COMBOX with programming and encoding control units ( <b>E7x, E8x and E9x only with CAS</b> ) (includes connecting an approved battery charger/power supply and performing a vehicle test) (Main work)

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.



## Vehicle Programming and Coding

When ISTA/P or ISTA 4 automatically reprograms and codes all the vehicle's control modules that "currently do not have" the latest software and if one or more control module failures occur "during" this programming procedure:

- Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

## Other Repairs

Control module failures that occurred "prior" to performing this programming procedure:

- When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.

## ATTACHMENTS

View PDF attachment [B840316 Bulletin Voucher and Debit Card.](#)

View PDF attachment [B840316 FAQ.](#)

View PDF attachment [B840316 Incar message.](#)

View PDF attachment [BMW Marketing Mailer.](#)

View PDF attachment [KISU Update Attachment B84 03 16.](#)

View PDF attachment [Pre Owned Sales Bulletin.](#)

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