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

F44 (2 Series Gran Coupe)	F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)
F93 (M8 Gran Coupe)	F95 (X5 M Sports Activity Vehicle (SAV))	F96 (X6 M Sports Activity Coupe (SAC))	F97 (X3 M SAV)
F98 (X4 M SAC)	G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)
G06 (X6 SAC)	G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)
G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G22 (4 Series Coupe)
G23 (4 Series Convertible)	G26 (4 Series Gran Coupe)	G29 (Z4 Roadster)	G30 (5 Series Sedan)
G42 (2 Series Coupe)	G80 (M3 Sedan)	G82 (M4 Coupe)	G83 (M4 Convertible)

Production Date: May 24, 2019 to September 28, 2021

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

The SIM card installed in the telematics control unit (ATM2) connects to different mobile providers' networks. However, due to a missing parameter, this does not work and can cause disruption in BMW ConnectedDrive services in areas with insufficient network coverage.

CAUSE

Software error in Advanced Telematics Module 2 (ATM2).

CORRECTION

Program the vehicle.

Note: Since this measure is a software update solution, the customer has the option of performing the programming directly on their vehicle by means of a BMW Remote Software Update. The BMW Remote Software Update version 07/2021.50 (I-level 21-07-550) was released December 17 2021 (pending verification). If the customer performs the software update, a workshop visit is not needed.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

Model	Integration level

F90 F97 F98 G01 G02 G12 G30	**Lower than S15A-21-07-540**
F44 F91 F92 F93 F95 F96 G05 G06 G07 G14 G15 G16 G20 G22 G23 G26 G29 G42 G80 G82 G83	**Lower than S18A-21-07-540**

YES: Proceed to Step 3
NO: Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.31.1X or higher (released late August 2021).

Model	Target integration level
F90 F97 F98 G01 G02 G12 G30	**S15A-21-07-540** or higher
F44 F91 F92 F93 F95 F96 G05 G06 G07 G14 G15 G16 G20 G22 G23 G26 G29 G42 G80 G82 G83	**S18A-21-07-540** or higher

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

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
Parts exchange will not provide a solution.

CLAIM INFORMATION
During this workshop visit, the affected vehicle may also 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 to the required I-level or higher.

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

As determined by the above, reimbursement for this Action will be via normal claim entry utilizing the work package information below that applies.

Defect Code:	0084880100	Fx Gx Programming control units (telematics control unit)

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 71 892	Programming and encoding the vehicle	8 FRU

		control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	
Or:			
# 2	00 71 893	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)	1 FRU

Or:

The vehicle arrives at your center 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
# 3	00 71 334	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	10 FRU
Or:			
# 4	00 71 335	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)	1 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. 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: B84 06 21 WP 1), unless otherwise required by State law.

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

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including diagnosis)

in AIR that apply.

Based on which one applies to your center, please refer to **SI B01 01 20 or B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

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

Supporting Materials
picture_as_pdf B840621 Customer Letter.pdf

BMW

Name
Address1
Address2
City, state, zip

VIN: xxxxx

January 2022

Dear BMW Owner / Lessee:

BMW of North America is dedicated not only to providing premium vehicles for our customers, but exceptional service as well.

Description of Issue
The SIM card installed in your vehicle connects to different mobile providers' networks; however, that is not the case in your vehicle. This can cause a disruption in BMW ConnectedDrive services in areas with insufficient network coverage. Restore the function by reprogramming with the new software provided.

Description of Repair
To correct this issue, the vehicle will need to be reprogrammed.

We kindly request that you contact the service department of your authorized BMW center at your earliest convenience to arrange a service appointment. The staff will schedule an ideal time for you to drop off the vehicle and advise how long it will take to complete the repair. The work will be performed free of charge by your authorized BMW center.

You also have the option of performing the measure directly on your vehicle by means of data transfer (BMW Remote Software Upgrade). You will receive a request to update the software of your vehicle (download & install). If you have already received the request, you can find it in the menu under: AUTO / Settings / General settings / Remote Software Upgrade.

If you have successfully updated the software using the BMW Remote Software Upgrade version [07/2021.50], workshop visit is not needed. If you are unsure about the installation or if you do not receive an upgrade for your vehicle, please contact your authorized BMW center.

Additional Information
If you changed your address or sold the vehicle, you can let us know by visiting http://www.bmwusa.com/mybmw or by contacting BMW Customer Relations (see left side of page for contact info).

Should you have any questions, please contact your authorized BMW center or BMW Customer Relations and Services at 1-800-831-1117 or via email at CustomerRelations@bmwusa.com.

BMW remains committed to maintaining the highest level of automotive excellence, and we apologize for any inconvenience this repair may cause.

Sincerely,

BMW of North America, LLC

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BMW of North America, LLC

BMW Group Company

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Spanish translation on back side
Traducción en español en el lado inverso