



MOBILE NETWORK OPERATOR CHANGEOVER

This Service Information Bulletin (Revision 1) replaces TRI B84 03 21 **dated August 2021**.

This bulletin is information only, no claim information intended.

What's New (Specific text highlighted):

- This Service Bulletin B84 03 21 replaces TRI B84 03 21. There is no content change.

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)	G29 (Z4 Roadster)	G30 (5 Series Sedan)	G42 (2 Series Coupe)
G80 (M3 Sedan)	G82 (M4 Coupe)	G83 (M4 Convertible)	

MY 2022 Vehicles equipped with option code:

6U2 BMW Live Cockpit Plus **Or** 6U3 BMW Live Cockpit Professional

INFORMATION

BMW was the first automobile manufacturer to fit its cars with a permanent in-car SIM card to enable convenient access to numerous connectivity functions. To continue to provide excellent service, BMW routinely reviews the underlying Mobile Network Operator (MNO) and may make changes as necessary for business or technical purposes. An MNO changeover from AT&T to Deutsche Telekom will start with vehicles produced July 2021. Additional information can be found in the **B840321 Attachment FAQ**.

It is important to note that in some cases of replacement of the telematics control unit (ATM-02) is not possible and should not be performed. Note that the following replacements are not possible and not recommended in any case.

- Vehicle produced before July 2021 that currently has a Telekom ATM-02 cannot receive a replacement AT&T ATM-02.
- Vehicle produced July 2021 and newer cannot receive a AT&T ATM-02. For this production period only Telekom ATM-02 are valid.

Review the table below for replacement instances.

Vehicle production:	Currently installed	Exchange Unit	Possibility
Start of production before July 2021	AT&T	AT&T	Yes
	AT&T	Telekom	Yes
	Telekom	AT&T	No
	Telekom	Telekom	Yes
Start of production July 2021 and newer	AT&T	AT&T	No
	AT&T	Telekom	No
	Telekom	AT&T	No
	Telekom	Telekom	Yes

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture as pdf B840321 Attachment FAQ.pdf](#)