

**SERVICE ACTION: PROGRAM TELEMATICS CONTROL UNIT (ATM)**

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:

	Integration level
Model	
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)
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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 71 892	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	8 FRU
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)

	Description (Main work)	
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Work Pkg	Labor Operation		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](#)