

# FREQUENTLY ASKED QUESTIONS: 3G CELLULAR TECHNOLOGY DISCONTINUATION.

The Ultimate Driving Machine®



Last Updated: April 22, 2021

The upcoming discontinuation of 3G cellular technology will impact our BMW ConnectedDrive/BMW Assist services offering.

Customers with active BMW Connected/BMW Assist contracts that are affected will be notified via email or First-Class Mail.

## **1. Why is it no longer possible to renew ConnectedDrive/BMW Assist services for my vehicle?**

Due to a phasing out of the 3G network by cellular carriers, ConnectedDrive services can no longer be supported starting February 2022 for select vehicles. The decision to phase out 3G network technology was made at the discretion of the respective cellular carriers and lies beyond the control of BMW.

BMW is in the process of assessing options to ensure that BMW ConnectedDrive/BMW Assist renewals are only sold within the timeframe that services can be supported. Currently, service renewals are not possible, as they are sold for one-year terms. For customers who had one or more ConnectedDrive services expiring between February 2021 – February 2022, a complimentary Connected Package Professional or BMW Assist Safety Plan subscription was automatically activated for their BMW vehicle until February 1, 2022. Such a vehicle will receive all services within the Connected Package Professional or BMW Assist Safety Plan that it is technically capable of receiving. Please note that not all services may be available due to optional equipment required (e.g., Navigation is required for Advanced Real-Time Traffic Information).

To ensure customers receive the complimentary services, they will need to "Update Services" via iDrive. Depending on the vehicle, this is done by selecting "Apps" > "All Apps" > Press "Options" button > "Update apps and services", or ConnectedDrive > Press "Options" button > "Update BMW Assist." If after performing this update services are unavailable, please contact BMW Assist Customer Care at 1-888-333-6118 or [customercare@bmwassist.com](mailto:customercare@bmwassist.com).

## **2. What services are affected?**

As a result of the sunset of 3G service by wireless carrier partners, by February 2022, vehicles factory-equipped with 3G telematics devices or retrofitted 2G vehicles will no longer be able to receive any ConnectedDrive/BMW Assist services.

Some vehicles factory-equipped with 4G telematics devices will no longer have access to services that require a voice connection, such as BMW Assist eCall and Concierge Services, but will continue to receive certain ConnectedDrive/BMW Assist services such as Advanced Real-Time Traffic Information, Remote Services and BMW Online, depending on your BMW model.

**3. My original contract for ConnectedDrive/BMW Assist services expires after February 1, 2022. How will this change affect me?**

You will receive additional information from BMW. Some vehicles may be eligible for a technology upgrade to maintain functionality.

**4. My contract for ConnectedDrive/BMW Assist services is active but expires before February 1, 2022. Will I be able to use my services until then?**

If you currently have an active ConnectedDrive/BMW Assist contract that expires in or after February 2022, your services will continue to work until February 2022.

For customers who had one or more ConnectedDrive services expiring between February 2021 – February 2022, a complimentary Connected Package Professional or BMW Assist Safety Plan subscription was automatically activated for their BMW vehicle until February 1, 2022. Such a vehicle will receive all services within the Connected Package Professional or BMW Assist Safety Plan that it is technically capable of receiving. Please note that not all services may be available due to optional equipment required (e.g., Navigation is required for Advanced Real-Time Traffic Information).

To ensure customers receive the complimentary services, they will need to "Update Services" via iDrive. Depending on the vehicle, this is done by selecting "Apps" > "All Apps" > Press "Options" button > "Update apps and services", or ConnectedDrive > Press "Options" button > "Update BMW Assist." If after performing this update services are unavailable, please contact BMW Assist Customer Care at 1-888-333-6118 or [customercare@bmwassist.com](mailto:customercare@bmwassist.com).

Customers affected by this 3G cellular technology discontinuation are unable to purchase or renew services. To ensure that BMW ConnectedDrive/BMW Assist renewals are only sold within the timeframe that services can be supported, BMW has stopped selling one-year service renewals as of February 1, 2021. This was done proactively so that renewal service contracts would not extend beyond February 2022.

**5. Can a customer upgrade their vehicle to newer technology that would support ConnectedDrive/BMW Assist?**

Not all BMW vehicles will be eligible for a technology upgrade. Customers will be notified via email or First-Class Mail about whether their vehicles are eligible for an upgrade or not.

**6. I received a notice that my vehicle is eligible for a technology upgrade. What are my next steps?**

If you received an email or postal mailing stating that your vehicle is eligible for a technology upgrade, please schedule an appointment with your local BMW Center to receive the upgrade, which will be **free of charge**.