

FAQs for MNO Changeover

1. Which vehicles will have Deutsche Telekom as the cellular provider? Which vehicles will remain on AT&T as the cellular provider?

MY2022 and newer vehicles, except X1 and X2, with production date starting 7/15/21 will have Deutsche Telekom SIM cards. All existing vehicles will remain on the AT&T network unless a telematics device replacement is done. It is possible to replace an AT&T unit with a Telekom unit.

2. Who can I escalate to if I have questions about a particular vehicle?

If you have questions about this changeover, a particular VIN, etc., please contact CDHotline@bmwna.com.

3. Is there something on the telematics device's label that will tell me which MNO the device uses?

Device identifiers will look different for Deutsche Telekom devices compared to AT&T devices.

- The ICCID prefix will be 8988, versus 8901 as with AT&T.

Carrier	ICCID
Telekom	8988228000005431735
AT&T	89011702272079293772

4. Why is this change taking place?

BMW routinely reviews the underlying Mobile Network Operator (MNO) and may make changes as necessary for business or technical purposes.

5. For customers who currently have a WiFi plan with AT&T, will they need to get a new WiFi plan with Deutsche Telekom?

No, except in the case when a customer with an AT&T-equipped vehicle has their telematics device replaced with a Deutsche Telekom one. In such an instance, the new telematics device will only work on the T-Systems network which is Deutsche Telekom's US Internet Service Provider thus, a new WiFi Hotspot subscription with T-Systems will be required. Otherwise, if no telematics device is changed, an existing WiFi hotspot subscription can remain with AT&T.

6. Can I simply program a telematics hardware device so it can point to Deutsche Telekom instead of AT&T or vice versa?

No, this is not possible. The telematics hardware device is tested and approved only to work on its original cellular provider. Likewise, the WiFi Hotspot provider is based on the hardware in the vehicle.

7. For testing purposes, can I swap telematics devices between a Deutsche Telekom vehicle and an AT&T vehicle?

No, swapping telematics units is not recommended in ANY instance because the units are VIN-specific once programmed. Doing so can result in mismatched technologies which can affect the function of important safety services like BMW Assist eCall.

8. Can I use the My BMW App to setup WiFi Hotspot in my vehicle?

There will be 3 channels by which customers can register with T-Systems and set up their WiFi subscription: in-vehicle registration, the My BMW App and the T-Systems web portal. More information is available in the Wi-Fi Hotspot Get Started Guide.

9. I have a new vehicle with a defective Deutsche Telekom unit. Can I put an AT&T unit in the vehicle? Or, if I need a Deutsche Telekom unit, do I just order that via ATLAS?

For new vehicles equipped with a Deutsche Telekom telematics unit, you MUST replace the telematics unit with a Deutsche Telekom unit. Reference TRI 84 03 21 for more information.

10. Is there a difference in the service quality of AT&T vs. Deutsche Telekom?

As each Mobile Network Operator (MNO) has differences in network coverage, there may be instances where areas that previously had coverage no longer have coverage, or areas that previously had no coverage now have coverage. The coverage area is at the sole discretion of the MNO. Network availability will affect all services of ConnectedDrive.