

3G sunset – technology impact

Acura:

Models impacted: MDX models produced between 2014 and 2017, ILX (2016-2017), RDX (2016-2017), RDX (2019-2021), RLX (2014-2016), TLX (2015-2017), NSX (2017)

Potential impact: Real-time traffic and maintenance reminders, emergency calls and enhanced roadside assistance services, as well as some personal concierge services.

Action that can be taken: Drivers should contact a dealer to update their car's hardware if they want to continue using those services after the 3G networks shut down.

Audi:

Models impacted: A3 e-Tron (2016-2018), A4/A5/Q5 (2013-2018), A6/A7 (2012-2015), A8 (2012-2018), RS 5 (2019), Q3 (2015-2018), Q7 (2012-2018)

Potential impact: Audi connect services – will vary by vehicle. May include online roadside assistance, stolen vehicle locator features, real-time fuel price and traffic light information.

Action that can be taken: Audi advises drivers to visit a dealer to have their 3G hardware deactivated. In December, Audi announced a hardware update that should allow drivers of the affected models to connect to 4G networks.

BMW:

Models impacted: Vehicles older than 2019 that are factory-equipped with 3G telematics devices or retrofitted 2G vehicles.

Potential impact: ConnectedDrive and BMW Assist services.

Action that can be taken: BMW will contact affected vehicle owners to inform them if their car is eligible for a free upgrade. Not all cars will be eligible, according to the BMW FAQ page.

Ford:

According to Ford there will be no effect on Ford units. Ford vehicles use a combination of 4G, cellular and satellite data. Any aged units with 3G had been offered retrofitting to 4G in the past. The connectivity team does not believe vehicles will have issues with the 3G actions.

General Motors:

Models impacted: Certain 2015 model year and newer GM vehicles

Potential impact: All OnStar connected features

Action that can be taken: In October, GM began offering wireless software updates to prepare its fleet for the shutdown, which OnStar says will occur in February. According to OnStar, the update occurs automatically for some car models, while others will receive a prompt on the dashboard to accept installation of the software update. If your drivers have a problem with any OnStar technology, they should look for a prompt to accept for installation of the software.

Honda:

Models impacted: Accord Touring (2018-2020), Odyssey's Touring and Elite versions (2018-2020), Insight Touring (2019-2020), Passport's Touring and Elite versions (2019-2021), Pilot's Touring, Elite, and Black Edition versions (2019-2022)

Potential impact: HondaLink and Wi-Fi hotspot services.

Action that can be taken: Prior to February 22, 2022, Honda recommends drivers complete the Over the Air Update (OTA) that is required to update the vehicle's embedded cellular unit, to enable it to connect to a new network that will allow the driver to continue to receive HondaLink and Wi-Fi Hotspot services.

Lexus:

Models impacted: All models produced between 2010 and 2017 along with GX models from 2018.

Potential impact: The shutdown for those cars' connected services will come on October 31, 2022, at which point features like automatic collision notification and enhanced roadside assistance will stop working permanently.

Action that can be taken: At this time, Lexus has not announced any plans to offer software or hardware upgrades.

Nissan:

Models impacted: Altima (2016-2017), GT-R (2017-2018), Maxima (2016-2017), 2017 Murano, 2017 Pathfinder, Rogue (2016-2017), Rogue Sport (2017-2018), Sentra (2016-2018), TITAN (2016-2017) and 2017 TITAN XD, certain 2011-2015 LEAF electric vehicles with upgraded 3G telematics units.

Potential impact: Vehicles listed above will lose 3G connectivity in February 2022.

Action that can be taken: Nissan has contacted vehicle owners to inform them of the issue. If you own one of the above models and you haven't heard from Nissan yet, the company recommends calling 1-855-426-6628 to verify if your car is affected. Nissan has not yet announced any plans to offer software or hardware upgrades to affected owners.

Porsche:

Models impacted: 911 (2017-2019), 918 Spyder (2014), 718 (2017-2021), Cayenne (2015-2019), Macan (2017-2018), Panamera (2014-2018).

Potential impact: Vehicles listed above will lose 3G connectivity in February 2022 cutting off various remote, safety and security features.

Action that can be taken: Some, but not all, vehicles will be eligible for a technology update to keep connected features working. Porsche will notify car owners by email if their vehicles are eligible for an update.

Stellantis:

Models impacted: Chrysler 200 (2015-2017), Chrysler 300 (2015-2016), Chrysler Pacifica (2017), Chrysler Town & Country (2017), Dodge Challenger (2015-2016), Dodge Charger (2015-2016), Dodge Durango (2014-2017), Dodge Viper SRT (2013-2016), Jeep Cherokee (2014-2017), Jeep Grand Cherokee (2014-2017), Ram 1500 (2013-2017), Ram 2500/3500 (2013-2017), Ram Chassis Cab (2013-2017)

Action that can be taken: Drivers should contact their local Stellantis dealer should issues arise with their vehicle.

Subaru:

Models impacted: Crosstrek (2016-2019), Forester (2016-2018), Legacy (2016-2018), Impreza (2016-2018), WRX (2017-2018), WRX STI (2017-2018), Outback (2016-2018)

Potential impact: Vehicles listed above will lose 3G connectivity in February 2022 affecting features such as SOS emergency assistance and the ability to remotely lock and unlock your car.

Action that can be taken: Visit an authorized Subaru retailer for a complimentary software update that is available for active subscribers to Subaru's Starlink Safety Plus or Security Plus connected services.

Tesla:

Models impacted: Model S luxury sedans built before June 2015.

Potential impact: Affected Model S sedans will lose a variety of connected features, including wireless software updates, live traffic data, music streaming, and Tesla's Summon feature — which allows owners to remotely call their car in a parking lot to come pick them up nearby without a driver.

Action that can be taken: To maintain cellular connectivity after February 2022, the vehicle will need a LTE-capable modem installed. Schedule a service appointment with a Tesla dealer to purchase and install the upgraded modem.

Toyota:

Models impacted: 4Runner (2010-2019), Avalon (2013-2018), Camry (2013-2017), Highlander (2014-2018), Land Cruiser (2011-2017), Mirai (2016-2017), Prius (2010-2016), Prius Plug-in (2012-2015), Prius V (2012-2016), RAV4 EV (2012-2014), Sienna (2011-2017).

Potential impact: Toyota Safety Connect® 163 will no longer function as of November 1, 2022. Affected services include automatic collision notification, enhanced roadside assistance, 165 emergency assistance button and stolen vehicle locator.

Action that can be taken: Toyota advises vehicle owners to contact a Toyota dealership to determine if their vehicle is eligible for a free software update and to schedule an appointment.

Volkswagen:

Models impacted: Atlas (2018-2019), Arteon (2018-2019), Beetle (2014-2019), CC (2014-2018), Eos (2014-2017), multiple Golf editions (2014-2019), Jetta (2014-2019), Passat (2014-2019), Tiguan (2014-2019).

Potential impact: Volkswagen's connected features are available to drivers on a subscription basis, so if you aren't a paid subscriber, you won't lose anything. However, if you drive one of the above models and you have an active Car-Net subscription, you'll lose features in February 2022 like emergency and roadside call assistance, vehicle health reports and the ability to check fuel status remotely.

Action that can be taken: Volkswagen will mail notification to active Car-Net subscribers of their respective January 2022 end-of-service dates. Additional details were not available.

Volvo:

Models impacted: S60 (2015.5-2018), V60 (2015.5-2018), V60 Cross Country (2015.5-2018), XC60 (2015.5-2017), XC70 (2015.5-2016), XC90 (2016).

Potential impact: Affected vehicles will lose 3G connectivity in February 2022. The shutdown will cut off features such as real-time traffic updates and in-car access to the Volvo On Call app that offers emergency assistance and remote tracking.

Action that can be taken: Volvo suggest owners of affected vehicles complete an online form available on their website to receive further communications and potential offers to upgrade your vehicle to 4G when available.