



SUBJECT

Roadside Assistance and BMW Online Services Inoperative After Programming

MODEL

E82

E88

E89

E90

E91

E92

E93

With Navigation system option 609

Produced from August 18, 2008 to August 31, 2010

SITUATION

Roadside Assistance and BMW Online services are inoperative after programming the vehicle with ISTA/P 2.48 or higher. The symptoms are as follows:

- BMW Online – No network available when selected
- Roadside Assistance – When selected, a message stating “Service not enabled or contract expired” is displayed. Also, “Start service” is grayed out and cannot be selected.

CAUSE

Software error in the CIC (Car Information Computer)

PROCEDURE

Do not replace parts!

A software solution will be released with ISTA/P 2.49.1, expected in March 2013.

Until the release of ISTA/P 2.49.1, the Roadside Assistance service and the BMW Online search feature must be tested after a programming session using ISTA/P 2.48 or higher. Perform the steps below.

1. Verify the customer has a valid BMW Assist account as follows:

Check the TCU ESN/IMEI number in the DCSnet warranty history.

- If it is listed as “Inactive,” no further steps are necessary.

- If it is listed as “Active,” proceed to the next step.
2. Call BMW Assist at 1-888-333-6118, option 4, and verify the customer is enrolled in the services:
 - Roadside Assistance
 - BMW Online
 3. If the customer has a valid BMW Assist account, make an emergency test call by pressing the SOS button. Advise the Assist representative that this is a BMW test call. Ask him or her to verify the following information:
 - VIN
 - Vehicle position
 - All the data is successfully transferred

Then ask the Assist representative to end the call.
 4. Perform a Roadside Assistance test call via iDrive. If this does not work, use the BMW Online search function.
 5. **If both steps 3 and 4 fail, this SI no longer applies. Continue diagnosis using ISTA.**
 6. If ONLY step 4 fails, proceed with the following steps:
 - Submit a PuMA case to Technical Service for further assistance.
 - Set the PuMA case subject as: “BMW Online Inop after programming.”

Once ISTA/P 2.49.1 is released, this Service Information bulletin will be updated.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty.

Covered under the terms of the BMW Certified Pre-Owned Program when the original or causal repair is eligible to be claimed under the CPO program.

Defect Code: **See below**

Labor Operation: **Labor Allowance:** **Description:**

84 10 007	4 FRUs	Work time for performing this additional repair procedure (Associated work – vehicle is already in the workshop)
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Claim this additional work under the applicable defect code for the repair that originally required vehicle programming and encoding.

Even though work time labor operation code 84 10 007 ends in “007,” it is not considered a Main labor operation.

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