



SI B65 25 13
Audio, Navigation, Monitors, Alarms, SRS

January 2014
Technical Service

SUBJECT

ConnectedDrive/BMW ASSIST Features Are Inoperative

MODEL

E60 from 09/08

E61 from 09/08

E63 from 09/08

E64 from 09/08

E70 from 10/08

E71 from 04/08

E72

E82 from 09/08

E84

E88 from 09/08

E89

E90 from 09/08

E91 from 09/08

E92 from 09/08

E93 from 09/08

F01

F02

F02H

F04H

F06

F07

F10

F10H

F12

F13

F15

F22

F25

F30

F30H

F31

F32

F33

F34

With ConnectedDrive/BMW ASSIST

SITUATION

ConnectedDrive features are partially or completely inoperative.

- No traffic information (RTTI / ARTTI)
- BMW ASSIST “My Info” service doesn’t work.

CAUSE

The Electronic Subscriber Agreement (ESA) is inactive.

- No active contract for ConnectedDrive features

Offboard Availability (Backend) system issues

- The external network was/is inoperative.
- No data is sent to the vehicle.

PROCEDURE

IMPORTANT: Before bringing the vehicle into the workshop and performing any repair attempts related to ConnectedDrive/BMW ASSIST complaint, log on to the “ConnectedDrive

Service Cockpit” online tool and select:

“Vehicle Information” to check which services have been activated for the customer’s vehicle.

- Shows if an active Electronic Subscriber Agreement exists for this vehicle (customer information including email address).

“Offboard Availability” to check the general availability of ConnectedDrive/BMW ASSIST services, irrespective of a specific vehicle.

- Shows third party system outages (e.g., over the air RTTI/ARTTI traffic information).

The “ConnectedDrive Service Cockpit” online tool can be accessed through DCSnet. It is located on the Aftersales Assistance Portal (ASAP). Refer to Attachment A.

For additional information on the usage of the “ConnectedDrive Service Cockpit” online tool, refer to Attachment B.

If the “ConnectedDrive Service Cockpit” online tool doesn’t lead to the root cause, diagnose the vehicle using ISTA (Integrated Service Technical Application) and work through any related faults.

WARRANTY INFORMATION

Not applicable.

ATTACHMENTS

View PDF attachment [B652513 Attachment A.](#)

View PDF attachment [B652513 Attachment B.](#)

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