



SUBJECT

My BMW Remote iPhone App No Longer Controls Headlight or Horn

MODEL

F01

F02

F04

F06

F10

F12

F13

Produced from August 01, 2009 to June 30, 2012

SITUATION

After programming the vehicle with ISTA/P 2.49.x or higher, the headlight and the horn can no longer be controlled using the My BMW Remote App from an iPhone.

I-Level F001-13-03-501 or F010-13-03-501 and higher

Note: The lock and unlock function via the App works as designed.

CAUSE

A software error in the central gateway (ZGW) control unit

PROCEDURE

Do not replace parts or program the vehicle!

The following procedure should be performed:

1. Duplicate the issue with the customer

Note: Customer iPhone and account information will be needed to test functionality

2. Verify that the customer has a valid BMW Assist contract.

Contact BMW Assist @ 1-888-333-6118

3. Check that the iPhone is running IOS 6.0 or higher.

4. that the “My BMW Remote App” version is 2.7.1_r13094/13006 / 2.4.10 or higher.
5. Use the link below for further information

http://content.bmwusa.com/microsite/connecteddrive_qa3/pdf/bmw_remote_faq.pdf

6. For further assistance, proceed with the following steps:
 - Submit a PuMA case to Technical Service
 - Set the PuMA case subject as: “My BMW Remote App feature is inop after programming.”

Once ISTA/P 2.52.0 is released, this Service Information bulletin will be updated.

WARRANTY INFORMATION

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

| | | |
|-------------------------|-------------------------|--|
| Defect Code: | 84 11 02 12 00 | |
| | | |
| Labor Operation: | Labor Allowance: | Description: |
| 84 99 000 | Work Time (WT) | Work time to duplicate and identify the issue and to perform the repair-related PuMA case work instructions as required. |

If work time labor operation 84 99 000 includes Main work, then all other claimed labor operations must be Plus code labor operations.

Work time (WT) labor operation 84 99 000 requires supporting punch time(s)

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