



This Service Information bulletin supersedes SI B84 09 13 **dated January 2014.**

NEW designates changes to this revision

SUBJECT

My BMW Remote iPhone App No Longer Controls Headlight or Horn

MODEL

NEW

F01, F02 (7 Series Sedan)

F04 (ActiveHybrid 7)

F06 (6 Series Gran Coupe)

F10 (5 Series Sedan)

F12 (6 Series Convertible)

F13 (6 Series Coupe)

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!

NEW The following procedure should be performed:

1. Duplicate the issue with the customer.

Note: The customer's iPhone and account information will be needed to test functionality.

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

Contact BMW Assist at 1-888-333-6118.

3. Check that the iPhone is running IOS 6.0 or higher.
4. Check that the "My BMW Remote App" version is 2.8_r13160/13006 / 2.4.10 or higher.

5. Use the link below for further information:

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

6. For further assistance, proceed with the following steps:

- o Submit a PuMA case to Technical Service.
- o 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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