

**SUBJECT****ConnectedDrive/BMW Assist System Information and Availability****MODEL**

E60 (5 Series Sedan) from 09/08

E61 (5 Series Sports Wagon) from 09/08

E63 (6 Series Coupe) from 09/08

E64 (6 Series Convertible) from 09/08

E70 (X5) from 10/08

E71 (X6) from 04/08

E72 (X6 ActiveHybrid)

E82 (1 Series Coupe) from 09/08

E84 (X1)

E88 (1 Series Convertible) from 09/08

E89 (Z4)

E90 (3 Series Sedan) from 09/08

E91 (3 Series Sports Wagon) from 09/08

E92 (3 Series Coupe) from 09/08

E93 (3 Series Convertible) from 09/08

F01, F02 (7 Series Sedan)

F02H (7 Series Sedan ActiveHybrid)

F04H (7 Series Sedan ActiveHybrid)

F06 (6 Series Gran Coupe)

F07 (5 Series Gran Turismo)

F10 (5 Series Sedan)

F10H (5 Series ActiveHybrid)

F12 (6 Series Convertible)

F13 (6 Series Coupe)

F15 (X5)

F22 (2 Series Coupe)

F25 (X3)

F30 (3 Series Sedan)

F30H (3 Series ActiveHybrid)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series Gran Turismo)

With ConnectedDrive/BMW Assist

SITUATION

ConnectedDrive features are partially or completely inoperative. Examples of some of these features are listed below:

- BMW Assist Inoperative
 - SOS call
 - Roadside Assistance call
- My BMW Remote App
- BMW Online – Google local search
- Concierge

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 a 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.

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 using 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 [B840114 Attachment A](#).

View PDF attachment [B840114 Attachment B](#).

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