	SI B84 02 14 Communication Systems	July 2014 Technical Service

SUBJECT

ConnectedDrive/BMW Assist System Diagnosis Information

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)

I01 (i3 BEV)

I01 (i3 REx)

With ConnectedDrive/BMW Assist

SITUATION
ConnectedDrive/BMW Assist features are partially or completely inoperative. This Service Information bulletin is being published because vehicles are down for an extended period of time when researching system failures with ConnectedDrive or BMW Assist. This Service Information bulletin will assist you both in identifying the issue and providing technical support.

CAUSE
Not enough information is available for BMW NA engineers to assist the technician in diagnosing the root cause.

PROCEDURE
Shorten the research time for the technician by collecting the needed information upfront (listed in the form below). This also leads to shortened downtime for the customer.

1. Print out the attached checklist in the attachment section.

2. Fill in/answer all questions on the checklist during diagnosis.

   Note: If the checklist is not completed or missing, it will increase the processing time to resolve the issue.

3. If the issue is still not resolved after completing the attached checklist, the technician must create and submit a PuMA case for TSE assistance.

4. **Extremely important:** The following information **must** also be included in the PuMA case:

   o A picture of the Telematics Control Unit label **currently activated and installed** in the vehicle

   o The completed checklist as an attachment

   o The number of days the vehicle has been at the dealer for this issue, or the date the RO was opened

   o Complete details on all repairs that have been performed

      o Which parts have been replaced (include the number if more than one of the same part was replaced)

      o Whom did you speak with at BMW Assist/Connected Drive?

5. The picture below shows the signal connection overview for BMW Assist and ConnectedDrive features. This also applies to the My BMW Remote app functions.
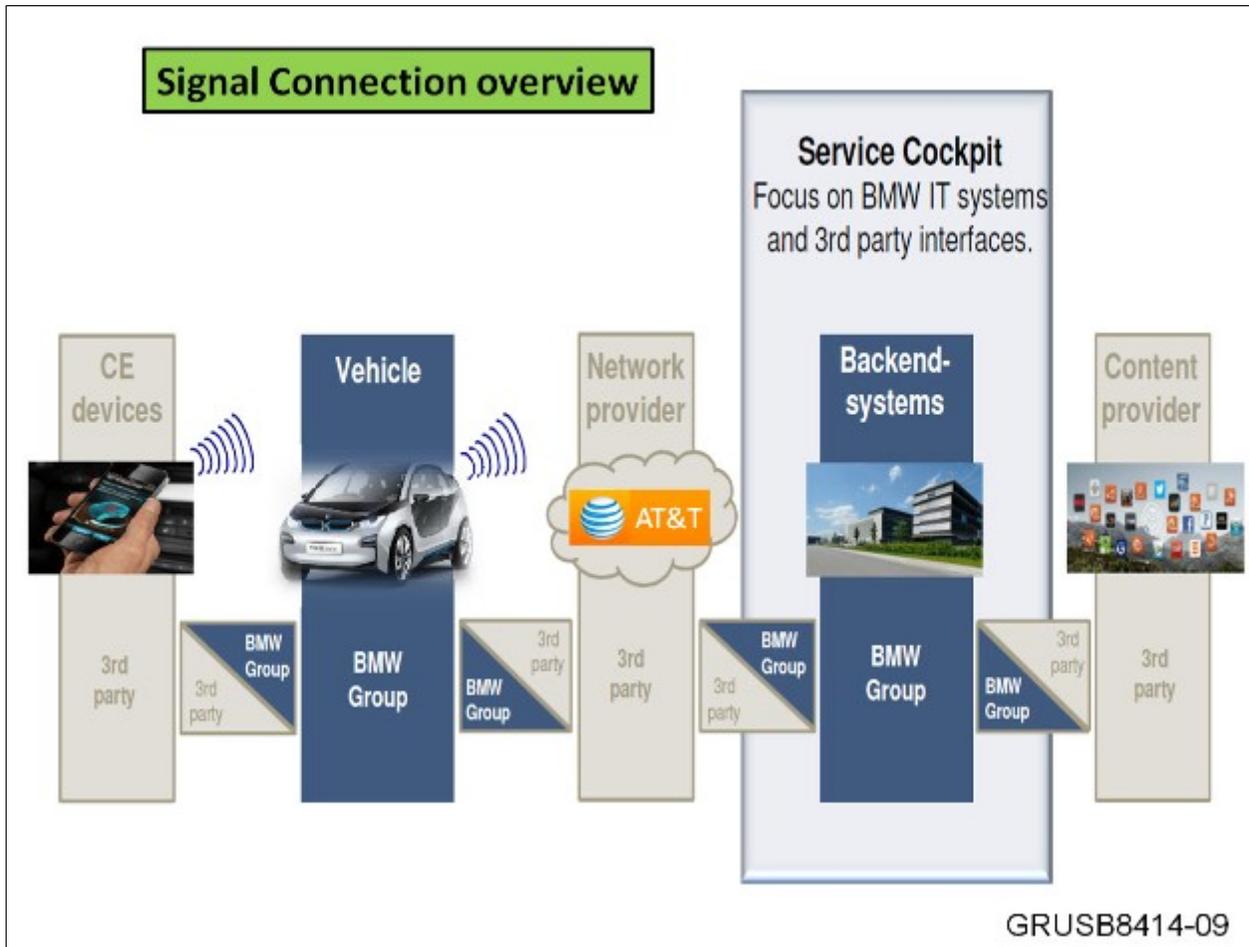
INFORMATION

Review the bulletins listed below:

1. SI B84 02 11: Diagnosis of Communications System

2. SI B84 04 11: BMW Assist Troubleshooting

3. Review SI B84 15 03, BMW Assist Troubleshooting Guide.

4. The vehicle option codes should be used to differentiate "Old Offer" from "New Offer" vehicles. Click on the hyperlink below to view the "Old Offer" and "New Offer" chart:

    bmwpkod.com/bmw-connecteddrive/connecteddrive-realignment

5. Click on the hyperlink below to view the "Service availability" chart:

    bmwusa.com/Standard/Content/Explore/BMWValue/BMWAssist/ServiceAvailability.aspx

6. Some of the more common situations are listed below:

Situation 1: Telematics unit replaced?

a. Yes. Was the replacement part activated by the parts counter person per SI B84 03 11?

- No, the parts counter personnel must activate the unit via DCSnet.

- Yes, but an error message is seen in DCSnet. Send an email to

  Telematics.Problem.Analysis.Team.America@bmw.com with a picture of the sticker on the NEW Telematics unit. Also include the information about the error message received during the activation attempt.

b. No. Must include a photo of the current Telematics Control Unit label.

Situation 2: MyInfo issue?

a. Does the email address match the one listed on file with SIRIUS XM?

- No. What is the desired email address? Was this provided to the call center?

- NOTE: The customer can contact the call center directly to change his or her email address.

Situation 3: Traffic Info not working?

a. Old offer vehicles (639/6NL option) - Try updating services via iDrive and also check the radio tuner for good reception.

b. New offer vehicles (6AC and 6AE option) - Check that the vehicle is set to receive Traffic Info via the iDrive. Then also update services via the iDrive.

   Note: Do **NOT** replace parts for this issue.

   Important: HU-H equipped vehicles require a valid account (ESA on file).

Situation 4: CDMA unit replaced?

a. Yes. Was it activated via the parts counter per SI B84 03 11?

- No. Have the parts counter activate the unit via DCSnet.

- Yes. The technician must write the **NEW** MIN/MDN numbers using ISTA (new numbers are provided by the parts counter). Refer to SI B84 02 12, MOST Bus vehicles and the B84 22 05 attachment for I/K Bus vehicles.

WARRANTY INFORMATION
Not applicable.

ATTACHMENTS
View PDF attachment **B840214_Checklist**.