



BMW ONLINE NON-FUNCTIONAL: CHECK ICC-ID IN ACCOUNT

MODEL

F01 (7 Series Sedan)	F02 (7 Series LWB Sedan)	F04 (7 Series Hybrid)	F06 (6 Gran Coupe)
F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F12 (6 Series Convertible)	F13 (6 Series Coupe)
F15 (X5)	F16 (X6)	F22 (2 Series Coupe)	F23 (2 Series Convertible)
F25 (X3)	F26 (X4)	F30 (3 Series Sedan)	F31 (3 Series Sport Wagon)
F32 (4 Series Coupe)	F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)
F48 (X1 sDrive25i)	F80 (M3 Sedan)	F82 (M4 Coupe)	F83 (M4 Convertible)
F85 (X5 M)	F86 (X6 M)	F87 (M2 Coupe)	G12 (7 Series LWB)
I01 (I3)	I12 (I8)		

SITUATION

BMW Online/BMW ConnectedDrive not functional.

CAUSE

Vehicle and service cockpit have different ICC-ID's.

CORRECTION

Confirm BMW ConnectedDrive contract is valid/active

PROCEDURE

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<p>Please enter the search criteria ...</p> <p>VIN (7 digit) <input type="text" value="XXXXXXXX"/> Time zone <input type="text" value="USEastern"/></p> <p>Country <input type="text" value="United States"/></p> <p><input type="button" value="Start search"/> <input type="button" value="Reset"/></p> <hr/> <p>Vehicle/customer details</p> <p>Vehicle identification number: Country assignment of vehicle: US Type: 328i XDRIVE</p> <p>Last update of online services on: 2016-08-10 16:58:05 Communication unit: PSIM</p> <p>Service partner name: - Account status: Active</p> <p><input type="button" value="Showhide details"/> GRUSB8416-01</p>	<ul style="list-style-type: none"> • Confirm that the customer BMW ConnectedDrive account status is “active.” This is verified in the ConnectedDrive Service cockpit. 																														
<p>Vehicle services</p> <p>This tab displays the booked products and services for the selected vehicle.</p> <table border="1"> <thead> <tr> <th>Product</th> <th>Service</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>Automatic map update</td> <td>Update navigation map</td> <td>Current Contract duration from 2016-08-04 to 2020-08-02</td> </tr> <tr> <td>ConnectedDrive Services</td> <td>Automatic map update is ready for use.</td> <td>Current Contract duration from 2016-08-04 to 2020-08-02</td> </tr> <tr> <td>BMW Online Apps</td> <td>BMW Online Apps</td> <td></td> </tr> <tr> <td>Google local search</td> <td>Google local search</td> <td></td> </tr> <tr> <td>Message Dictation</td> <td>Message Dictation</td> <td></td> </tr> <tr> <td>My info</td> <td>My info</td> <td></td> </tr> <tr> <td>ConnectedDrive Vehicle Store</td> <td>ConnectedDrive Vehicle Store</td> <td>Current Contract duration from 2016-08-04 to 2020-08-02</td> </tr> <tr> <td>Intelligent Emergency Call</td> <td>Intelligent Emergency Call</td> <td>Current Contract duration from 2016-08-04 to 2020-08-02</td> </tr> <tr> <td>Real Time Traffic Information</td> <td>Real Time Traffic Information</td> <td>Current Contract duration from 2016-08-04 to 2020-08-02</td> </tr> </tbody> </table> <p><input type="button" value="Prepare route in vehicle"/> GRUSB8416-02</p>	Product	Service	Details	Automatic map update	Update navigation map	Current Contract duration from 2016-08-04 to 2020-08-02	ConnectedDrive Services	Automatic map update is ready for use.	Current Contract duration from 2016-08-04 to 2020-08-02	BMW Online Apps	BMW Online Apps		Google local search	Google local search		Message Dictation	Message Dictation		My info	My info		ConnectedDrive Vehicle Store	ConnectedDrive Vehicle Store	Current Contract duration from 2016-08-04 to 2020-08-02	Intelligent Emergency Call	Intelligent Emergency Call	Current Contract duration from 2016-08-04 to 2020-08-02	Real Time Traffic Information	Real Time Traffic Information	Current Contract duration from 2016-08-04 to 2020-08-02	<ul style="list-style-type: none"> • After verifying the account status is active, scroll further down the page and check the expiration date for the service. • Verify the end date set is for a date in the future. • If the dates are valid, go to step 1 below.
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1. Check the ICC-ID in the account match the ICC-ID on the label of the telematics control unit currently installed in the vehicle.

Contact the ConnectedDrive support team as follows:

- Telephone 201-307-4347 – provide the information to the representative
- Email: CD hotline@bmwna.com – include the VIN and a picture of the label in the email

Does the ICC-ID of the installed telematics control unit match the information in the account?

YES– Go to Step 3.

NO – Continue to Step 2.

2. Review the service record of the vehicle.

Was a new telematics control unit ordered as part of a repair, but not yet installed?

YES- install the telematics control unit and all necessary software, then recheck for a fault in the BMW ConnectedDrive system.

NO- Perform standard diagnostics

3. If both ICC-ID's are identical and the BMW Online functions are still not available, refer to SI B84 02 14 and complete the checklist attached. When contacting technical support, please provide them with the following:
 - a. ICCD-ID of the newly installed telematics control unit.
 - b. ICC-ID of the telematics control unit in the service cockpit.
 - c. Status of the ConnectedDrive contract.
 - d. Photograph of the installed telematics control unit label.
 - e. Was a new telematics control unit ordered because of repair work?
 - f. Was the newly ordered telematics control unit installed into the vehicle?



Note: Returning, taking back or storage of the telematics control unit or installation in another vehicle is NOT possible and will cause the ICC-ID registration to fail.

WARRANTY INFORMATION

Information only!

ATTACHMENTS

View PDF attachment [SI B84 06 16 Checklist](#).

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