



SUBJECT

Navigation System: Reporting Missing or Incorrect Road Map Data

MODEL

E82, E88 (1 Series)

F22, F23 (2 Series)

E90, E91, E92, E93, F30, F31, F34, F80 (3 Series)

F32, F33, F36, F82, F83 (4 Series)

E60, E61, F07, F10 (5 Series)

E63, E64, F06, F12, F13 (6 Series)

F01, F02, F04 (7 Series)

E84 (X1)

E83, F25 (X3)

F26 (X4)

E70, F15, F85 (X5)

E71, F16, F86 (X6)

E85, E89 (Z4)

I01 (i3)

I12 (i8)

with option 609 (Navigation System Professional) using head units CHAMP2, CIC, NBT, NBT EVO

or

with option 606 (Navigation System Business) using head unit ENTRY NAV

SITUATION

The route guidance is inaccurate and therefore irritating to the customer; or it is not possible to

locate certain addresses, for instance:

- Street name, house number or city is missing or incorrect
- Point Of Interest (POI) is missing or incorrect
- Map feature is missing or incorrect
 - Bridge
 - Roundabout/rotary
 - Housing development/estate

The route calculation has discrepancies for certain addresses, for instance:

- Distance is incorrect
- Travel time is incorrect
- Changes regarding vehicle restrictions
- Lane direction changes, dependent on time and day
- One way streets
- Highway exits
- Toll roads

CAUSE

The Road Map has incorrect or missing data.

INFORMATION

Do not replace parts and do not program the vehicle.

Roads change by up to 15% every year. To ensure the best navigation experience, we do everything in our power to create the best maps. Your reports help us to detect changes in your area and keep future versions of our maps as accurate as possible.

Therefore, a road map error or missing data must be reported directly to the map supplier.

Currently we use two map suppliers:

TomTom / Teleatlas – supplier for head units CHAMP2, CIC

Nokia HERE – supplier for head units ENTRY NAV, NBT, NBT EVO

To report issues with TomTom/Teleatlas maps access the following link(s):

www.mapsharetool.com/external-iframe/external.jsp

or

www.tomtom.com/mapshare/tools/?Lid=4

To report issues with Nokia HERE maps access the following link: www.mapreporter.navteq.com/?userType=CONSUMER

If all the necessary information on the error or missing data is available, the dealer can report the issue directly on the map error website.

NEW INFORMATION FOR CUSTOMERS

Customers can report map issues, to either:

- BMW Customer Relations department at either 1-800-831-1117 or customerrelations@bmwusa.com
- BMW Genius Hotline 1-844-443-6487 or to the dealers onsite BMW Genius

For customers who have a BMW Assist account and have opted for the Concierge service we can use Google Maps send to car to send a destination or Point of Interest (POI) directly to the customer's vehicle. The customer must contact the concierge to request this support. This can be done via the BMW assist menu via the I-drive or by pressing the E-call button in the vehicle.

IMPORTANT HINT:

Before reporting a road map error or missing data, check the NAV road map version installed in the head unit of the vehicle.

If the NAV road map version is not the most up-to-date version compare the behavior on a similar vehicle with the most up-to-date version to verify if the error or missing data is not already resolved with the newer NAV road map version.

WARRANTY INFORMATION

Not applicable.

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