



SI B84 03 19
Communication Systems

April 2019
Technical Service

ConnectedDrive: REMOTE 3D NOT WORKING

MODEL

G05 (X5 Sports Activity Vehicle)	G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)
G15 (8 Series Coupe)	G20 (3 Series Sedan)		

Equipped with option code 5DN (Parking Assistant Plus)

All models affected from Start of Production, except G12. G12 produced from March 2019

SITUATION

When using the Remote 3D view via the Connected App, the following message may be displayed: "Remote 3D is deactivated. Please activate the function in the vehicle."

However, the Remote 3D function was already activated, and the data protection regulations also confirmed via the iDrive in the vehicle for the Guest profile.

INFORMATION

In order to utilize the Remote 3D function, it is necessary to perform the following steps:

- Customer must log in using his/her ConnectedDrive Account to Create a profile in the vehicle
- Refer to the following video showing how to create profile:
 - o https://www.youtube.com/watch?v=P8maKxELhUI&list=PLzgoLd4TRmNpv0r_e0BuKI2uekVub_as8&index=1
- The Data protection regulations must then be accepted as follows:
- Verify Remote 3D view activated in the ConnectedDrive functions within the data protection menu



Note: The Remote 3D view may not function when in the "Guest" profile is activated.

WARRANTY INFORMATION

This service information bulletin provides technical, diagnostic and/or issue resolution information.

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