



SIB 84 02 14

2020-03-11

CONNECTEDDRIVE/BMW ASSIST SYSTEM DIAGNOSIS INFORMATION

This Service Information Bulletin (Revision 7) replaces SI B84 02 14 **dated May 2019**.

What's New (Specific text highlighted):

- Models added
- Procedure updated to specify TSARA case submission
- Information to include SIB 84 05 19
- Warranty Information updated
- Attachment "SI B84 02 14 Checklist" updated

MODEL

F01/F02 (7 Series Sedan)	F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)
F12 (6 Series Convertible)	F13 (6 Series Coupe)	F15 (X5 SAV (Sports Activity Vehicle))	F16 (X6 SAC (Sports Activity Coupe))
F22 (2 Series Coupe)	F23 (2 Series Convertible)	F25 (X3 SAV)	F26 (X4 SAC)
F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)	F33 (3 Series Convertible)
F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)	F39 (X2 SAC)	F44 (2 Series Gran Coupe)
F48 (X1 SAV)	F80 (M3 Sedan)	F82 (M4 Coupe)	F83 (M4 Convertible)
F85 (X5 M SAV)	F86 (X6 SAC)	F87 (M2 Coupe/M2 Competition Coupe)	F90 (M5 Sedan)
F91 (M8 Convertible)	F92 (M8 Coupe)	F93 (M8 Gran Coupe)	F95 (X5 M SAV)
F96 (X6 M SAC)	F97 (X3 M SAV)	F98 (X4 M SAC)	G01 (X3 SAV)
G02 (X4 SAC)	G05 (X5 SAV)	G06 (X6 SAC)	G07 (X7 SAV)
G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)
G20 (3 Series Sedan)	G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)
I01 (i3)	I12 (i8 Coupe)	I15 (i8 Roadster)	

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.
- 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 up front (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.
3. If the issue is still not resolved after completing the attached checklist, the technician must create and submit a TSARA case for further assistance.
 - The TSARA case subject or title must start with "CD:"
 - The TSARA case can be submitted directly to Connected/Digital Services

Note: Do not contact the ConnectedDrive support team via telephone or email. These are no longer monitored.

4. Extremely important: The following information must be included in the TSARA case:
 - A picture of the Telematics Control Unit label currently activated and installed in the vehicle.
 - The completed checklist as an attachment.
 - Note: if the checklist is not completed or missing, it will increase the processing time to resolve the issue.
 - The number of days the vehicle has been at the dealer for this issue, or the date the RO was opened.
 - Complete details on all repairs that have been performed.
 - Which parts have been replaced (include the number if more than one of the same part was replaced)

INFORMATION

Review the bulletins listed below:

1. [SIB 84 05 19](#) Launch of Connected Drive Dealer Cockpit. Attachment with FAQs
2. The hyperlink below opens the "BMW ConnectedDrive" website: <http://www.bmwusa.com/ConnectedDrive>
3. The hyperlink below opens the webpage which contains the BMW ConnectedDrive "Service Availability Matrix" and the "Service Durations and Renewal" information.

<https://www.bmwusa.com/content/dam/bmwusa/connected-drive/pdf/ServiceAvailabilityMatrix.pdf>

Some of the more common situations are listed below:

Situation 1: Telematics control unit replaced?

A: YES. Was the ISTA programming successful?

YES: "update services" is greyed out and SOS call is not working. Submit a TSARA case with a picture of the sticker on the NEW Telematics unit.

NO: Diagnose why programming failed.

Situation 2: Remote functions inoperative?

A: Confirm the function is active in the ConnectedDrive Dealer Cockpit tool. (Remote services)

B: Check the email address listed on file is correct.

NO: What is the desired email address? Was this provided to the Assist call center?

Note: The customer can contact the call center directly to change his or her email address and customer can log into ConnectedDrive Portal to change email address.

C: Verify customer is using the latest version of the Connected App.

Situation 3: Traffic info not working?

A: New offer vehicles (6AC and 6AE option) – Check the following:

- Traffic info is activated in the vehicle via the iDrive
- Verify ConnectedDrive Service Cockpit has a valid subscription for RTTI (Real Time Traffic Information)
- Update services via the iDrive and retest

Note: Do not replace parts for this issue.

Important: HU-H equipped vehicles require a valid account (ESA on file). Verify using in ConnectedDrive Service Cockpit tool.

WARRANTY INFORMATION

This Service Information bulletin provides technical, diagnostic and repair-related information.

Eligible and Covered Work/Repairs

Repairs to correct Connected Drive issues that are caused by verified defect in materials or workmanship are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

To submit a claim, please following the established and applicable warranty policy and procedures (Labor/Part/Sublet – bulk materials) that apply to the repair being performed.

Refer to AIR for the corresponding defect code, flat rate labor operations (including diagnosis) and the flat rate unit (FRU) allowances.

Defect Code:	Refer to AIR	
Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR

And, additionally for the:

e-Vehicles

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

And:

Labor Operation	Description	Labor Allowance
84 11 910	Connected Drive function check	5 FRU

Only one Main labor operation code can be claimed per repair visit.

Work time (WT) labor operation codes require individual punch times and explanations on the repair order and in the claim comments section.

Supporting Materials

[picture_as_pdf SI B84 02 14 Checklist.pdf](#)

CONNECTEDDRIVE/BMW ASSIST SYSTEM DIAGNOSIS INFORMATION

Important:

All information listed in the form below must be collected and attached to the TSARA case, along with pictures of the errors. Missing information will increase the TSARA case resolution time.

1. Confirm the customer account information via ConnectedDrive Dealer Cockpit or the ESA system.
Is there an ESA on file? YES NO
Yes - Verify that the customer information is correct, including the email address
Is the customers information correct? YES NO
No - Create and submit the ESA
Note: if the customer does not want the service, he or she must sign a waiver form.
Also, a new ESA must be filled out and submitted when a vehicle is sold.
2. Review the activation and expiration dates via ConnectedDrive Dealer Cockpit.
Is the customers service active that they are complaining about? YES NO
3. Were the services updated via the iDrive? YES NO

Yes- Was it completed successfully? YES NO

No- Update the services via the iDrive and retest. Was it successful? YES NO
4. Was a SOS test call performed? YES NO

Yes- Was the SOS call completed successfully? YES NO

No- Perform a SOS test call. Was it successful? YES NO
5. Perform a SOS test call and request the following Information from the agent and make sure it is correct.
Answer **Yes** if the information was correct and **No** if the information is incorrect.

Vehicle VIN: YES NO

Vehicle location: YES NO

Current location of vehicle: YES NO
6. Remote Services inoperative. Provide the following information:
Version of Connected App installed:
Which Services are not working:
Screen shot of the error messages:
Request customer test with another device or request customer login information to test with know good device in the workshop. Any change in functionality? YES NO
7. Was the Telematics Control Unit replaced? YES NO
Yes- Attach a picture of the new installed Telematics control unit
8. Was the replacement telematics control unit programmed successfully using ISTA? YES NO
Yes- Perform update of services via the iDrive.
No- Diagnose the programming failure. Example is the unit communicating with ISTA via diagnostics.
Submit a TSARA case if further assistance is required