



SIB 65 07 09

2020-07-23

NAVIGATION SYSTEM: REPORTING MISSING OR INCORRECT ROADMAP DATA

This Service Information Bulletin (Revision 3) replaces SI B65 07 09 **dated June 2018**.

What's New (Specific text highlighted):

- New Models added
- Additional Head Units added

MODEL

F01 (7 Series Sedan)	F02 (7 Series Long Wheelbase)	F04 (7 Series Active Hybrid)	F06 (6 Series Gran Coupe)
F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F12 (6 Series Convertible)	F13 (6 Series Coupe)
F15 (X5 Sports Activity Vehicle (SAV))	F16 (X6 Sports Activity Coupe (SAC))	F22 (2 Series Coupe)	F23 (2 Series Convertible)
F25 (X3 SAV)	F26 (X4 SAC)	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)
F33 (4 Series Convertible)	F34 (4 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 M 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)

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

or

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

or

with option 6U2 (BMW Live Cockpit Plus) using head units ENTRY EVO, MGU

or

with option 6U3 (BMW Live Cockpit Professional) using head unit MGU

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
 - Traffic circle (aka roundabout or rotary)
 - Housing development/estate

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

- Distance is incorrect

- Travel time is incorrect
- Posted speed limit signs do not match map data
- 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 can 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.

HERE Technologies is the supplier for head units ENTRY NAV, NBT, NBT EVO, ENTRY EVO, and MGU.

To report issues with HERE maps, access the following link:

https://mapcreator.here.com/?site=bmw_na_cs.html

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.

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.

NOTE: NAV road map updates can only be performed on a customer pay basis.

WARRANTY INFORMATION

Not applicable.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
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