



This Service Information Bulletin (Revision 3) replaces SI B00 02 19 **dated February 2019**.

What's New (Specific text highlighted):

- Information section updated
- Contact Information updated

MODEL

ALL

INFORMATION

TSARA: Technical Support and Research Assistant.

TSARA is the successor of PuMA, featuring advantages such as:

- More user-friendly
- Better user interface with the latest information technology available today
- Mobile device ready
- Simpler and faster to submit a case when technical assistance is required

These improvements reduce the time for technicians to create a case, thereby leaving more time to focus on repairing the customer's vehicle. In addition, with TSARA, cases will be submitted and processed faster so that vehicles can be returned to the customer sooner.

The Technical Support Group (TSG) will be managed by the established Technical Support Specialists team located at BMW's US headquarters in Woodcliff Lake, New Jersey. This dedicated team will assist designated technicians at BMW centers dealing with any difficult-to-diagnose technical problem.

Since February 2019, technical support will be provided through our TSARA.

A primary resolution will be provided through our Technical Support Specialists but escalated to our Technical Support Engineers (TSEs) in the field when necessary. The National Technical Support Engineers (NTSEs) will continue to provide additional support to help resolve escalated cases as needed.

Our Technical Support Hotline via TSARA will be manned from 8:30 AM to 7:30 PM EST.

TSARA continues to be the system for requesting technical assistance. As in the past, this technical assistance is to be utilized only when all other resources have been exhausted and a thorough and complete diagnostic plan has been followed. TSARA cases dealing with TeileClearing (TC; Specialized Technical Support) will still be processed by the TC specialists.

TSARA/TC case closure & reopening information:

- TSARA/TC cases without any activity from the BMW center site will remain open for up to 5 business days
- After 5 business days, we will send you a reminder that the case will be closed in 1 business day if there is still no response from the center
- BMW centers will now be allowed to reopen any case if you still need assistance for a vehicle repair as long as it is for the same issue(s) without any time limitation

Dealer Employee Management System (DEMS) for TSARA roles:

- **TSARA Case Creator** role: For all technicians, to create a TSARA case for a Standard/ TC case.

- **TSARA Case Approver** role: Selected Shop Foremen and/or Team Leaders are the only BMW center personnel who can approve TSARA cases submitted to TSG.

To prevent cases from being returned without processing, make sure the following steps have been followed before submitting a TSARA case:

- The technician assigned to the vehicle must have trained directly related to the vehicle or system in question.
- All available resources must be reviewed. These include, but are not limited to:
 - Service Information Bulletins (SIBs)
 - DCS messages and DCSnet for Radio Security Codes
 - Service Roundtable
 - Training manuals
 - Repair Manual instructions
 - ISTA Functional descriptions
- Required checks must be performed, i.e., diagnostic test plans, verifying circuit integrity, power, and grounds, reviewing the vehicle service history
- The vehicle must be in the workshop, and your diagnostic tester completed transmitting FASTA data indicating that all relevant test modules have been completed.

It is not necessary to submit a TSARA case for the following reasons:

- **Warranty approval**, except for specific issues noted in DCS messages or Service Information Bulletins
- **Warranty authorization for a repair-**
- Contact your Market Team where required by the Warranty Policies & Procedures Manual
- **Validation of test module results**
- **Parts-related problems and information-**
 - The Parts Consultant Group should be contacted by your Parts department at (800) 272-0202 or submit a TSARA TTS (Teile/parts Technical Support) case

CREATING A TSARA CASE

After completing all of the steps above, create a TSARA case requesting technical support if no solution has been achieved.

URGENT TSARA CASES

In the event of a critical issue where an immediate reply is required, only Shop Foremen or Service Managers may submit an “Urgent” case. If the case cannot be answered via TSARA communication alone, your center’s designated TSE will provide technical support via phone and update the TSARA case at the next opportunity.

This rapid response is only possible under the following conditions:

- Critical cases requiring immediate response
- A direct callback number (e.g., cellular phone) is provided in the “Phone Number” contact field.
- Specify the reason why the case is urgent in the “Customer Perception” field
- The case is received during BMW of North America, LLC business days between 8:30 AM – 4:30 PM EST (two exceptions are Puerto Rico, which is considered Eastern Time; and Hawaii, which is considered Pacific Time)

TSARA works with Google Chrome® browser.

Ensure that you have Google Chrome® browser on your diagnostic PC or mobile device before entering your credentials on dealerspeed.net. Apple devices with Safari® also work.

CONTACT INFORMATION

Contact information for feedback and inquiries:

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