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INFOTAINMENT OPERATING SYSTEM 8.0 (ID8) WITH BMW ID
MAPPING

2022-09-26

MODEL

E-Series	Model Description	Production Date
G07	X7 Sports Activity Vehicle	From July 2022
G20	3 Series Sedan	From July 2022
G26	4 Series Gran Coupe	From November 2021
G42	2 Series Coup	From July 2022
G70	7 Series Sedan	From July 2022
G80	M3 Sedan	From July 2022
U11	X1 SAV	From July 2022
I20	iX SAV	From November 2021

SITUATION

After updating dealer owned vehicles to software 22-07-5XX, many current BMW customers and previous Demo users may receive emails stating that they are linked to BMW vehicles they do not own. Also, many users of the MyBMW app may find additional vehicles in their “My Garage” tab that they do not recognize.

CAUSE

When updating ID8 vehicles to I-Level 22-07-5XX, any BMW ID currently stored will also map that vehicle to their MyBMW app. Dealer vehicles may have multiple BMW IDs stored from previous customers that were not deleted.

CORRECTION

Before updating dealer vehicles (loaner fleet, demo vehicles, test drive vehicles, etc.) to 22-07-5XX, all dealers should perform a reset of vehicle data. This will clear out all stored BMW IDs from previous customer use and prevent mapping of customer BMW IDs to dealer fleet vehicles.

In addition, customers should be made aware of the functionality changes before the new software is installed in their vehicles. This will prevent confusion when customers receive notification emails after current BMW IDs in their vehicles are also mapped.

PROCEDURE

With the release of I-level 22-07-5XX, all vehicles with Infotainment Operating System 8.0 (ID8) now have a new BMW ID mapping strategy.

The new software allows up to 7 BMW IDs to be mapped to any ID8 vehicle. This will also automatically add the vehicle to the “Garage” tab in the MyBMW app for each user.

In this new functionality, one user will be the Main User and all others will be secondary users. All users will have access to certain MyBMW app remote functions for the vehicle, however the Main User will have additional rights (ability to delete other users, selection of certain data privacy selection, etc). The current users of the vehicle will receive an email as soon as any new BMW ID has been added and mapped to the vehicle.

Before programming of any dealer vehicles to 22-07-5XX, the stored BMW IDs should be deleted.

If this was not performed, all BMW IDs in the dealer vehicle will be mapped through the back end. The first BMW ID successfully mapped to the vehicle will become the Main User and the only user able to delete other BMW IDs from the vehicle.

This will be a problem if this user is unknown because the dealer will not be able to delete BMW IDs from the vehicle directly. Dealers will need to perform a head unit reset using ISTA. This service function can be found in ISTA under the following path:

Service Function -> Body -> Head Unit -> Restore Delivery Status

Operations	Vehicle information	Vehicle management	Service plan	Workshop/ Operating fluids	Measuring devices	
Repair/ maintenance	Troubleshooting	Service functions	Software update	Control Unit Replacement	Vehicle modification	

Service Functions

Body / Head unit / Restore delivery status

Collapse all

<ul style="list-style-type: none"> + Electric drive + Chassis and suspension - Body <ul style="list-style-type: none"> + Additional functions + Automatic tailgate operation + Display and information functions Glove box - Head unit <ul style="list-style-type: none"> Cancelling block for start enable <li style="background-color: #2c5e8c; color: white; padding: 2px;">Restore delivery status Update online services 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Type ▲</th> <th style="text-align: left;">Title</th> </tr> </thead> <tbody> <tr style="background-color: #2c5e8c; color: white;"> <td>ABL</td> <td>Head unit reset</td> </tr> <tr style="background-color: #f0f0f0;"> <td>FUB</td> <td>Head Unit High (HU-H)</td> </tr> </tbody> </table>	Type ▲	Title	ABL	Head unit reset	FUB	Head Unit High (HU-H)
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Be aware that this will clear all BMW IDs and head unit data.

Also, the customer may come in the dealer with BMW ID issues after mapping. If any of the following situations occur, follow the provided procedures on the BMW ID menu:

1. If the customer doesn't recognize all the BMW IDs in the vehicle, the main user can delete all current BMW IDs in the vehicle using the "Trash" icon.
2. If the customer has become the Main User and doesn't want the role, the Main User can transfer their role to another BMW ID stored in the vehicle. This can be done using the "Manage BMW ID" option. Once this is accomplished, it can only be changed again by the newly assigned Main User.
3. In case the system has not assigned a Main User, any assigned BMW ID (guest/main user/secondary user) can reset the vehicle to factory settings in the I-Drive "System Settings" menu. This removes all personal data available in the vehicle and all BMW IDs from the vehicle. Also, this vehicle is removed from the MyBMW app for all BMW IDs previously linked to this vehicle. The customer will then have to re-map all BMW IDs to the vehicle.

CLAIM INFORMATION

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Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
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