



## ConnectedDrive/BMW Assist System Diagnosis Information

**This Service Information bulletin replaces SI B84 02 14 dated July 2014**












### What's New:

- **Model – Removed models which no longer support BMW Assist functionality and added new models.**
- **Procedure – Add step requesting print out of ConnectedDrive Service Cockpit page**
- **Information – Add SI for ConnectedDrive Service Cockpit; updated the hyperlinks and email address for CD support team; deleted scenario for old CDMA unit which are no longer supported**

New information provided by this revision is preceded by this symbol .

### MODEL

E90 (3 Series Sedan)	E91 (3 Series Sports Wagon)	E92 (3 Series Coupe)	E93 (3 Series Convertible)
E82 (1 Series Coupe)	E88 (1 Series Convertible)	E84 (X1)	E89 (Z4)
E70 (X5)	E71 (X6)	E72 (X6 ActiveHybrid)	F01/F02 (7 Series Sedan)
F02H (7 Series Sedan ActiveHybrid)	F04H (7 Series Sedan ActiveHybrid)	F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)
F10 (5 Series Sedan)	F10H (5 Series Sedan ActiveHybrid)	F12 (6 Series Convertible)	F13 (6 Series Coupe)
F15 (X5)	F16 (X6)	F22 (2 Series Coupe)	F23 (2 Series Convertible)
F25 (X3)	F26 (X4)	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)
F32 (3 Series Coupe)	F33 (3 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)

F48 (X1) 	F80 (M3 Sedan) 	F82 (M4 Coupe) 	F83 (M4 Convertible) 
F85 (X5 M) 	F86 (X6 M) 	F87 (M2 Coupe) 	G12 ((7 Series Sedan) 
G30 (5 Series Sedan) 	I01 (i3) 	I12 (i8) 	

## 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. This Service Information bulletin 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.

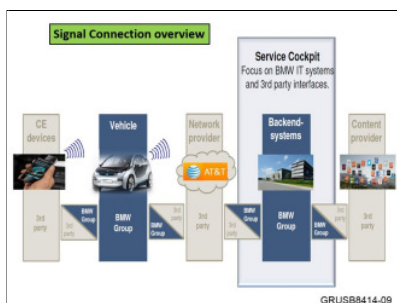
## PROCEDURE

Shorten the research time for the technician by collecting the needed information upfront (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.

**Note:** If the checklist is not completed or missing, it will increase the processing time to resolve the issue.

3. If the issue is still not resolved after completing the attached checklist, the technician must create and submit a PuMA case for TSE assistance.
4.  **Extremely important:** The following information **must** also be included in the PuMA case:
  - o A picture of the Telematics Control Unit label **currently activated and installed** in the vehicle
  - o The completed checklist as an attachment
  - o  Print and attach the ConnectedDrive Service Cockpit page showing services and subscription dates. Refer to SI B84 02 17.
  - o The number of days the vehicle has been at the dealer for this issue, or the date the RO was opened
  - o Complete details on all repairs that have been performed
  - o Which parts have been replaced (include the number if more than one of the same part was replaced)
  - o Whom did you speak with at BMW Assist/Connected Drive?
5. The picture below shows the signal connection overview for BMW Assist and ConnectedDrive features. This also applies to the Connected App functions.



## UPDATE! INFORMATION

Review the bulletins listed below:

- SI B84 02 17: BMW ConnectedDrive Service Cockpit
- UPDATE!** The hyperlink below opens the “BMW Assist Safety Convenience and Infotainment Services” webpage:

[bmwusa.com/Standard/Content/Explore/BMWValue/BMWAssist/ServiceAvailability.aspx](http://bmwusa.com/Standard/Content/Explore/BMWValue/BMWAssist/ServiceAvailability.aspx)

- UPDATE!** The hyperlink below open the webpage which contains the BMW ConnectedDrive “Service Availability Matrix” and the “Service Durations and Renewal” information.

[http://cache.bmwusa.com/Pdf\\_2b7059e3-8804-4c64-b0b8-882ec654111d.arox?v=e59b8f95-39d6-4d0b-93f2-65c4ea39ff9c](http://cache.bmwusa.com/Pdf_2b7059e3-8804-4c64-b0b8-882ec654111d.arox?v=e59b8f95-39d6-4d0b-93f2-65c4ea39ff9c)

- Some of the more common situations are listed below:


### **UPDATE!** Situation 1: Telematics control unit replaced?

- Yes. Was the replacement part activated by the parts counter person per [SI B84 03 11?](#)
- No, the parts counter personnel must activate the unit via DCSnet.
  - Yes, but an error message is displayed during activation in DCSnet. Send an email to [CDHotline@bmwna.com](mailto:CDHotline@bmwna.com) with a picture of the sticker on the NEW Telematics unit. Also include the information about the error message received during the activation attempt.
- No. Must include a photo of the current Telematics Control Unit label and print out of the ConnectedDrive Service Cockpit tool page showing subscription(s).

### **UPDATE!** Situation 2: Remote functions inoperative?

- Confirm the function is active in ConnectedDrive Service Cockpit tool
- Check the email address listed on file is correct?
  - No. What is the desired email address? Was this provided to the call center?
  - NOTE: The customer can contact the call center directly to change his or her email address.
- Verify customer is using the latest version of the Connected App

### **Situation 3: Traffic Info not working?**

- a. Old offer vehicles (639/6NL option) – perform the following:
  - i. Check the radio tuner for good reception
  - ii. Try updating services via iDrive and retest.
- b.  New offer vehicles (6AC and 6AE option) – Check the following:
  - i. Traffic Info is activated in the vehicle via the iDrive
  - ii. Verify ConnectedDrive Service Cockpit has valid subscription for RTTi
  - iii. 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 ConnectedDrive Service Cockpit tool.

## WARRANTY INFORMATION

Not applicable.

## ATTACHMENTS

View PDF attachment [SI B84 02 14 Checklist](#).

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## Important:

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

- 1) Was the issue duplicated?      Yes    No
  - Yes – test all other services and make note of which ones fail.  
**Note:** Take pictures of all error messages displayed on the CID for each service failure.
  - No – The issue may occur only in certain areas for the customer. Get specific information on the location where the issue was noticed.
  
- 2) **UPDATE!** Confirm the customer account information via:
  - ConnectedDrive service cockpit – review service activation and expiration dates
  - Contact the call center at 888-333-6118, option 5
  - Contact the Telematics hotline support group at 201-307-4347 or via email [CDHotline@bmwna.com](mailto:CDHotline@bmwna.com)
  
- 3) Was Update Services performed via the iDrive? Yes    No
  - Yes - Was it completed successfully?      Yes    No
    - Yes – Perform another service functionality test.
    - No – At what percentage did the update services fail? For example 10%, 25%, etc.? \_\_\_\_\_
  - Note:** Take a picture of the error message displayed during the Update Services.
  - No – Update the services via the iDrive and retest.
  
- 4) Test all other available services for full functionality. Make notes of the following during the test/calls:
  - The exact date and time each function test was performed.
    - Ecall            Date:                            Time:                            Time Zone: \_\_\_\_\_
    - BMW Online    Date:                            Time:
    - POI Search    Date:                            Time:
    - Roadside Services    Date:                            Time:
    - Concierge    Date:                            Time:
  - Note:** Take a picture of any error messages displayed during the each test. Also, if a recording is heard, write down the message(s).
  - Msg:

- 5) Is there an ESA on file? Yes No
- Yes – Verify that the customer information is correct, including the email address.
  - No – Create and submit the ESA.  
Note: If the customer does not want the service, he or she must sign a waiver form.
- 6) Verify that the ESA information matches the current data with the BMW Assist operator:
- GSM (COMBOX, TCB, ATM): IMEI, ICCID, MSISDN (reference the label on the unit)
  - Customer's email address
  - Customer mailing address
- 7) Verify the cell signal, GPS antenna signal, etc. To check, compare with a similar known good vehicle, which must have similar options.
- Were the test calls successful with known good similar vehicle? Yes No
- 8) **UPDATE!** If an account issue is found, it must be resolved with the Telematics Support Team via:
- Phone call to 1-201-307-4347
  - Email to [CDHotline@bmwna.com](mailto:CDHotline@bmwna.com)
- 9) Was the Telematics Support team contacted? Yes No
- If you spoke to a person, what is his or her name? \_\_\_\_\_
  - Date and time called was made \_\_\_\_\_
    - Voicemail left? Yes No
- 10) Was the Telematics Control Unit replaced? Yes No
- 11) Was the Telematics Control Unit activated at the parts counter? Yes No
- Yes – Perform Update Services via iDrive.
  - No – Ask the parts counter to activate the unit per SI B84 03 11.