



## **SUBJECT**

### **BMW Assist "BMW Search" Troubleshooting Tips**

## **MODEL**

E60, E61 (5 Series) with Navigation (SA609) from 3/09 production

E63, E64 (6 Series) from 3/09 production

E70 (X5) with Premium Package (ZPP) or BMW Assist (SA639) and Navigation (SA609) from 10/09 production

E71 (X6) with Premium Package (ZPP) or BMW Assist (SA639) and Navigation (SA609) from 10/09 production

E82, E88 (1 Series) with Premium Package (ZPP) or BMW Assist (SA639) and Navigation (SA609) from 9/08 production

E89 (Z4) with Premium Package (ZPP) or BMW Assist (SA639) and Navigation (SA609) from SOP

E90, E91, E92, E93 (3 Series) with Premium Package (ZPP) or BMW Assist (SA639) from 9/08 production

F01, F02 (7 Series) from SOP

F07 (5 Series Gran Turismo) with Navigation (SA609)

## **SITUATION**

When selecting "BMW Search" in the BMW Assist menu, the system response indicates that the vehicle is not enrolled in the BMW Assist™ Convenience Plan.

## **INFORMATION**

BMW Search is part of the optional BMW Assist™ Convenience Plan. Please visit [www.bmwassist.com/convenienceplan](http://www.bmwassist.com/convenienceplan) for additional information and review Parts bulletin 84 06 08 (Introducing a new BMW Assist service - BMW Search powered by Google Maps). This bulletin provides basic diagnostic information.

BMW Search functionality may not be available until 24 hours after enrollment into the BMW Assist Convenience Plan. The time will be reduced to 1 hour in October 2009.

## **PROCEDURE**

Work through the following procedure:

1. Verify whether the vehicle is enrolled in the Convenience Plan.

The information can be found on the DCSnet Vehicle History Inquiry. Does "Assist Conv. Plan" have a valid expiration date beyond the current date?

- Yes - proceed to step 3.

Warranty Vehicle Inquiry	
DAVIS R:	4
Assist Safety Plan expires:	01/02/011
Assist Conv. Plan expires:	00/00/000
TCU ESN / TCU IMEI:	23116680042 ACTIVE
TCU IMEI:	XXX-XXX-XXXX
MDI / MSISDN:	XXX-XXX-XXXX
Vehicle Production Date:	2006/12
Motor Type:	N52K
Platform/Engineering Series:	E90
Wholesale Center ID/Loc:	67688 - 1
Wholesale Date:	12/28/2006
Retail Center ID/Loc:	84888 - 1
Retail Date:	01/02/2007
In-Service Date:	01/02/2007
GRUSB0008-02	

- No - the customer must enroll in the optional Convenience Plan. Create a new Electronic Subscriber Agreement (ESA) on DCSnet under BMW/Sales/BMW Assist.

The above example with an expiration date of "00/00/0000" shows a vehicle which is **NOT** enrolled in the BMW Assist Convenience Plan.

- Does the vehicle support BMW Search (see the "MODEL" information above)?
  - If the vehicle is eligible, proceed to step 3.
  - If the vehicle is not eligible, inform the customer that his or her vehicle does not support the BMW Search feature.
- Pre-10/2009, verify whether the vehicle was enrolled within the last 24 hours:
  - Yes - retest the BMW Search function the next business day.
  - No - proceed to step 4.
- Test BMW Search for proper operation. Refer to Parts bulletin 84 06 08 (Introducing a new BMW Assist service - BMW Search powered by Google Maps). Did BMW Search work correctly?
  - Yes - proceed to step 8.
  - No - proceed to step 5.
- Test the BMW Assist Safety Plan services for proper operation by placing a test call (press the "SOS" button). Make sure that the BMW Assist Response Center has received the correct VIN and location of the vehicle. Did the Response Center receive the correct VIN and location?
  - Yes - proceed to step 6.
  - No - continue normal diagnosis, as this bulletin is not applicable.
- Call BMW Assist Customer Care at (888) 333-6118, option 4. Verify whether BMW Assist Customer Care has the correct subscription information on file.
  - If their records show the customer as being a Convenience Plan subscriber, proceed to step 7.
  - If their records do **NOT** show the customer as being a Convenience Plan subscriber, review the ESA on file at the selling BMW center.
- Submit a PuMA case to verify whether the vehicle's account is set up correctly in the Identity Store (IDS).
- Ask the customer where the vehicle was located when he or she attempted to use the BMW Search

function. Is there AT&T Mobility data coverage at the location in question? Visit [www.wireless.att.com/coverageviewer/](http://www.wireless.att.com/coverageviewer/), select "Data", and enter the vehicle location or location where the customer reported an issue.

- Yes - proceed to step 9.
- No - the vehicle must be moved to a location with AT&T Mobility data coverage for the BMW Search function to work.

9. Is the customer familiar with how to use the service in the vehicle?

- No - refer the customer to [www.bmwassist.com/BMWSearch](http://www.bmwassist.com/BMWSearch).

#### **WARRANTY INFORMATION**

For information only