



## **SUBJECT**

### **BMW Assist " MyInfo" Troubleshooting Tips**

## **MODEL**

E60, E61 (5 Series) from 9/08 production

E63, E64 (6 Series) from 9/08 production

E70 (X5) with Premium Package (ZPP) or BMW Assist (SA 639) from 10/08 production

E71 (X6) with Premium Package (ZPP) or BMW Assist (SA 639) from 4/08 production

E82, E88 (1 Series) with Premium Package (ZPP) or BMW Assist (SA 639) from 9/08 production

E89 (Z4) with Premium Package (ZPP) or BMW Assist (SA 639)

E90, E91, E92, E93 (3 Series) with Premium Package (ZPP) or BMW Assist (SA 639) from 9/08 production

F01, F02 (7 Series)

## **INFORMATION**

MyInfo is part of the BMW Assisttrade; Safety Plan. Please visit [www.bmwassist.com/MyInfoFAQ](http://www.bmwassist.com/MyInfoFAQ) for additional information. This bulletin is intended to provide diagnostic tips.

## **PROCEDURE**

If the MyInfo service does not work, please work through the following procedure.

1. Is the vehicle eligible to receive MyInfo messages (see the "MODEL" information above)?
  - If the vehicle is not eligible, inform the customer that his or her vehicle does not support the MyInfo feature.
  - If the vehicle is eligible, proceed to step 2.
2. Is the vehicle enrolled in the BMW Assist Safety Plan? The subscriber status can be checked on DCSnet; refer to [SI B02 01 06](#) (Updated DCSnet Vehicle History Inquiry information on BMW Assist) for more information.
  - If the vehicle is not enrolled, inform the customer that he or she must enroll in the BMW Assist Safety Plan to use the MyInfo feature. Refer to [SI B84 22 05](#) (Reactivation of BMW Assist Services) as required.
  - If the vehicle is enrolled, proceed to step 3.
3. Verify the customer's email address. Which email address did the customer use when he or she attempted to send a destination to the vehicle?
  - If your BMW center sold the vehicle, check the Electronic Subscriber Agreement (ESA) on file and see whether it contains the same email address that the customer is attempting to use.

- The email address can also be verified by calling BMW Assist Customer Care at (888) 333-6118; select option 4.
  - Did the customer have an email address on file? If not, ask the customer to contact BMW Assist Customer Care at (888) 333-6118 and add an email address to the account.
  - Does it match the email address on file with BMW Assist?
  - No; communicate to the customer that he or she has a different email address on file. The customer can change his or her email address by calling Assist Customer Care at (888) 333-6118.
  - Yes; proceed to step 5.

Note: Verify that there are no typos in the email address. Upper case or lower case can be ignored.

4. Send a MyInfo destination to the vehicle. See attachment (V-17-0609-8405 BMW Assist MyInfo) for the step-by-step procedure, or refer to the May 2009 Service Round Table.
5. Did the vehicle receive the MyInfo message?
  - Yes; proceed to step 7.
  - No; test other BMW Assist services for proper operation by making a Roadside Assistance call. Have the BMW Assist Response Center verify the VIN and location of the vehicle.
    - If the Roadside Assistance call did **NOT** work correctly, continue normal troubleshooting to resolve the issue.
    - If the Roadside Assistance call connected without a problem and the VIN and location were correctly identified, create a PuMA case for support.
6. Ask the customer where the vehicle was located when he or she was attempting to receive a MyInfo message. Is there AT&T Mobility Short Message System (SMS) coverage at the location in question?
  - No; the SMS message will be stored for up to 3 days before it is deleted. If the vehicle drives into a location with AT&T SMS coverage within 3 days, the message will be delivered at that time.
  - Yes; proceed to step 7.
7. Is the customer familiar with how to use the service and where to find the destination in the vehicle? Refer the customer to [www.bmwassist.com/MyInfoFAQ](http://www.bmwassist.com/MyInfoFAQ).

## WARRANTY INFORMATION

Information only

## ATTACHMENTS

view PDF attachment [B841009V-17-0609-8405 BMW Assist MyInfo](#).