

**SUBJECT****Voice Only Call, No Data Transmitted When Placing a BMW Assist Call****MODEL**

E60, E61 (5 Series)

E63, E64 (6 Series)

E65, E66 (7 Series) from 3/05 production

E70 (X5) vehicles equipped with ZPP (Premium Package) or SA639 (BMW Assist)

E90, E91, E92, E93 (3 Series) vehicles equipped with ZPP (Premium Package) or SA639 (BMW Assist)

SITUATION

When making a BMW Assist™ call the BMW Assist Call Center does NOT have any vehicle information.

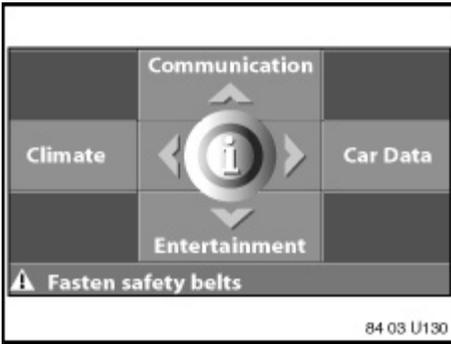
CAUSE

- BMW Assist services are NOT initialized.
- The vehicle is in Wireless network which does not support data.
- The BMW Assist account is inactive.

PROCEDURE FOR VEHICLES EQUIPPED WITH A CHAMP, CCC OR M-ASK

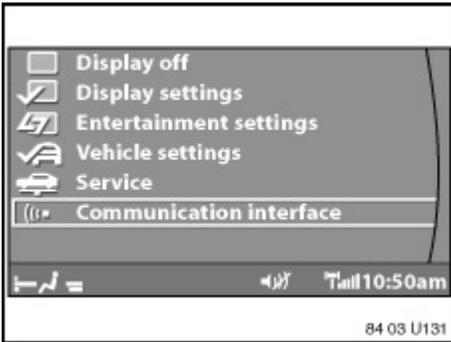
1. Check the BMW Assist contract expiration date and the TCU activation status on DCSnet under Service/Vehicle History Inquiry. Refer to Aftersales bulletin [B02 01 06](#) (Updated DCSnet Vehicle History Inquiry information on BMW Assist) for more information.
 - If the customer's contract has expired, no further action is required. Explain to the customer that they must be a subscriber to BMW Assist.
 - If the customer's account is still active, proceed to step 2.
2. Verify the complaint by placing a test call (press the SOS button or via the i-Drive in the BMW Assist menu). Verify the BMW Assist Call Center received the correct VIN/MIN/MDN and location of the vehicle.
 - If the BMW Assist Call Center received vehicle information (VIN/MIN/MDN) but no location information, refer to [SI B84 13 07](#) (BMW Assist Location (GPS) Unknown or Inaccurate, VIN is Transmitted When Placing a BMW Assist Call).
 - If the BMW Assist Call Center received no information, proceed to step 3.

3. Press the "Menu" button and ensure that the Central Information Display (CID) is set to the

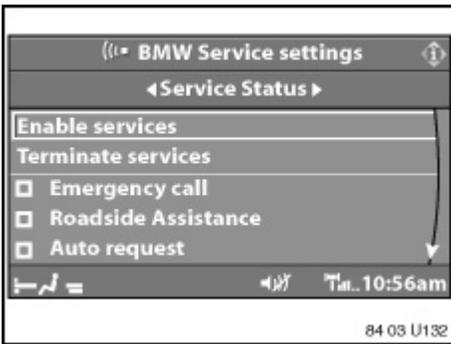


basic menu screen.

4. Press down briefly on the controller to enter the i menu.
5. Select "Settings" and press down on the controller.



6. Scroll down and select "Communication Interface".
7. The "Assist Settings" menu will then be displayed.



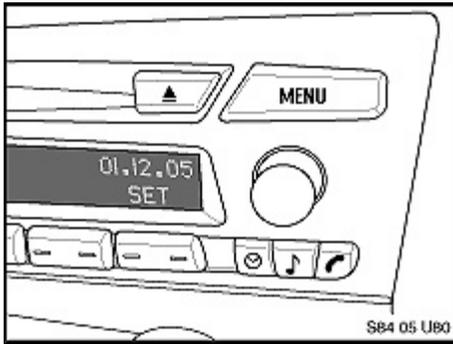
8. Select "BMW Service settings."
9. Select "Service Status."

If "Update Services" is displayed, no further action is required.

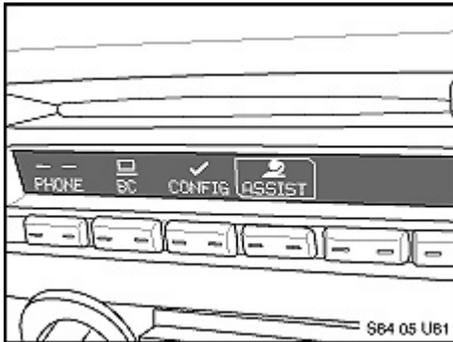
If "Enable services" is displayed, BMW Assist must be initialized. Refer to [SI B84 15 03](#) for the proper procedure on how to Enable services.

PROCEDURE FOR VEHICLES EQUIPPED WITH A RAD2

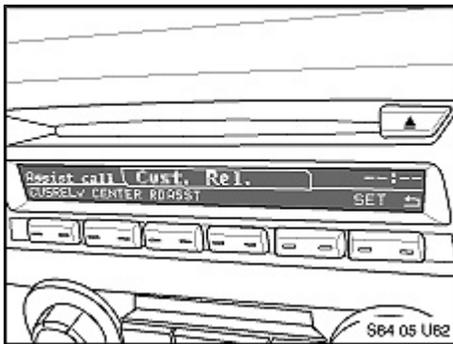
1. Check the BMW Assist contract expiration date and the TCU activation status on DCSnet under Service/Vehicle History Inquiry. Refer to Aftersales bulletin [B02 01 06](#) (Updated DCSnet Vehicle History Inquiry information on BMW Assist) for more information.
 - o If the customer's contract has expired, no further action is required. Explain to the customer that they must be a subscriber to BMW Assist.
 - o If the customer's account is still active, proceed to step 3.
2. Verify the complaint by placing a test call (press the SOS button or via the i-Drive in the BMW Assist menu). Verify the BMW Assist Call Center received the correct VIN/MIN/MDN and location of the vehicle.
 - o If the BMW Assist Response Center received vehicle information (VIN/MIN/MDN) but no location information, refer to [SI B84 13 07](#) (BMW Assist Location (GPS) Unknown or Inaccurate, VIN is Transmitted When Placing a BMW Assist Call).
 - o If the BMW Assist Response Center received no information, proceed to step 3.



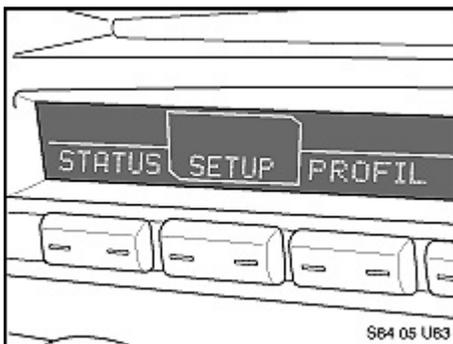
3. Press the "MENU" button above the radio rotary knob.



4. Rotate the rotary knob until "ASSIST" is highlighted and press the rotary knob briefly.



5. Once within the BMW Assist menu, press the button under "SET".



6. Turn the rotary knob until "SETUP" is highlighted and press the rotary knob briefly to start initialization.
7. If "Update Services" displayed, continue diagnosis.
8. If "Enable services" displayed, initialize BMW Assist per [SI B84 15 03](#).

TEST OF BMW ASSIST SERVICES

Test the BMW Assist service for proper operation by placing a test call (press the SOS button or via the i-Drive in the BMW Assist menu). Make sure the BMW Assist Call Center has received the correct MIN/MDN, VIN and location of the vehicle. Have the representative update their records as needed.

Roadside Assistance call

- Go to the Main menu by pressing the "Menu" button.

- Select the "Communications" menu.
- Select "BMW Assist".
- Select "Roadside Assistance" and then select "start service".
- Once connection is established, speak to the representative, identify yourself and tell the representative, "This is a BMW test call".
- Verify that the correct MIN/MDN, VIN and location of the vehicle have been transmitted to the representative. Verify that the audio to and from the representative is O.K. (You can hear the representative and the representative can hear you). Once this is verified, ask the representative to end the call. Do not turn off or leave the car until the message "End call successful" appears.

"SOS" call

- Press the "SOS" button in the overhead console to place a test emergency call.
- Once the connection is established, please identify yourself and tell the representative "This is a BMW test call." Verify that the correct MIN/MDN, VIN and location of the vehicle have been transmitted to the representative. Verify that the audio to and from the representative is O.K. (You can hear the representative and the representative can hear you). Once this is verified, ask the representative to end the call. Do not turn off or leave the car until the message "End call successful" appears.
- **Do not press the "SOS" button and leave the vehicle, since local emergency services will be dispatched if voice communication is not established. If no voice communication is established, call BMW Assist Customer Care immediately at (888) 333-6118, option #4 to cancel the dispatch.**

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty.

Please refer to the latest KSD for all applicable labor operations and allowances.

If the appropriate labor operation is not contained in KSD, then a work time labor operation should be used.

Defect Code

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