













What's New:

- Models added
- How to proceed if the Over-the-Air (OTA) update fails

MODEL

 F10 (5 Series Sedan)	 F12 (6 Series Convertible)	 F13 (6 Series Coupe)	 F15 (X5)
 F16 (X6)	F22 (2 Series)	F23 (2 Series convertible)	 F25 (X3)
 F26 (X4)	F30 (3 Series) from 7/2015	F31 (3 Series touring) from 7/2015	F32 (4 Series coupe) from 7/2015
F33 (4 Series convertible) from 7/2015	F34 (3 Series GT) from 7/2015	F36 (4 Series GC) from 7/2015	 F48 (X1)
G12 (7 Series)	 G30 (5 Series Sedan)	 G32 (6 Series GT)	

SITUATION

Customers may be receiving onscreen messages concerning updates of their navigation system.

CAUSE

Database mapping procedure in vehicles with the NBT EVO Head Unit (Head Unit high 2) has been changed to automatic, periodic, Over-the-Air (OTA), regional, incremental updates.

INFORMATION

Customers may not be familiar with the messages seen prior to, during, and after this update which may prompt inquiries.

The following information provides an overview of the automatic OTA process that has replaced the previously required BMW center visit for navigation map updates.

UPDATE DETAILS

- Updates can occur up to 4 times per year, ensuring that customers have the newest map data available.
- At a minimum, updates occur during first 3 years after completion of the PDI (Pre-delivery inspection) at no additional charge to the customer.
- At additional customers expense updates can also occur for up to 4 years (depending upon vehicle retail date and BMW assist options selected). Please check the BMW connected drive service cockpit

for details on an individual vehicles coverage. To access the BMW connected drive service cockpit refer to the attachment.

PROCEDURE

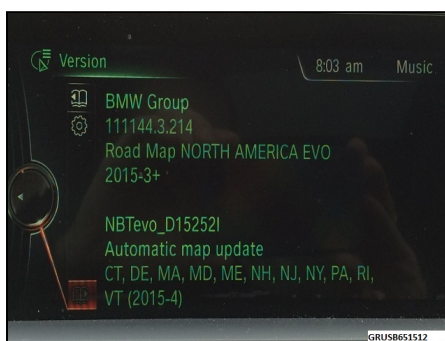
- OTA automatic download to vehicle may take 40 minutes. Download may take multiple drive cycles to complete. Customer receives no visual indication of OTA download process.
- When the OTA download is complete, a percentage (%) display will appear at the top right of the screen. This % will gradually increase to 100% as the downloaded map data is installed into the head unit. Once the head unit update has reached 100%, the customer will receive a message in the display screen as shown below:



- 'Restart navigation system now'- system will immediately reboot, interrupting active navigation. When system comes back online, customer will be given option to resume guidance to their destination.
- 'Later' (Recommended) - software update will complete the next time the vehicle is restarted. Current navigation will continue.

INSTALLATION VERIFICATION

- 100% Completion messages ("Later"/"Restart...") may not be able to be verified via the Check Control (CC) test plan in ISTA. This message may not set in memory as a standard Check Control message.
- List of installed software accessible via the OPTION button on the I-drive controller. Prior to any incremental updates, only Road Map North America version is listed. After the incremental update, additional software will be listed under automatic map update as seen below.






The example above is for a vehicle only driven in North East US states. Only that part of the North American road map was automatically updated OTA for this vehicle. Your geographic update area may vary based on driving history.

FULL-MAP UPDATE OPTIONS

- Due to the size of the North American map database, the incremental update is only done for the geographic area where the vehicle is primarily driven.

- If the customer desires a full North American map update, they may purchase this dealer-installed, full map version. This does not require an additional enable code for the first three to four years of ownership based on vehicle retail date, date of the PDI and the BMW assist options the customer has selected.
- To perform a full map update after the warranty coverage has expired, an additional update navigation enable code would have to be purchased by the customer.

IF THE OVER-THE-AIR (OTA) UPDATE FAILED

-  If the OTA update fails the customer may see one of these messages:
 - "USB not detected"
 - "The navigation data in the vehicle is incomplete or manipulated, Ask your BMW Service Partner to check it"
-  If the OTA failed please restore head unit operation by loading the entire map update into the customer vehicle either via USB or with ISTA
-  There is no way for a customer or dealer to initiate a manual request via the BMW OTA network to force the OTA download

WARRANTY INFORMATION

Not applicable.

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ATTACHMENTS

View PDF attachment [B652515 Attachment](#).