



APPLE CARPLAY™ EXTENSION

This Service Information Bulletin (Revision 1) replaces TRI B84 03 20 dated **January 2020**.

This bulletin is information only, no claim information intended.

What's New (Specific text highlighted):

- This Service Bulletin B84 03 20 replaces TRI B84 03 20. There is no content change.

F15 (X5 Sports Activity Vehicle (SAV))	F16 (X6 Sports Activity Coupe (SAC))	F22 (2 Series Coupe)	F23 (2 Series Convertible)
F25 (X3 SAV)	F26 (X4 SAC)	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)
F32 (4 Series Coupe)	F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)
F39 (X2 SAC)	F48 (X1 SAV)	F80 (M3 Sedan)	F82 (M4 Coupe)
F83 (M4 Convertible)	F85 (X5 M SAV)	F86 (X6 M SAC)	F87 (M2 Coupe/M2 Competition Coupe)
F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F93 (M8 Gran Coupe)
F95 (X5 M SAV)	F96 (X6 M SAC)	F97 (X3 M SAV)	F98 (X4 M SAC)
G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)	G06 (X6 SAC)
G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)
G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G29 (Z4 Roadster)	G30 (5 Series Sedan)
G32 (640i xDrive Gran Turismo)	I01 (i3)	I12 (i8 Coupe)	I15 (i8 Roadster)

INFORMATION

As communicated in a DCSnet message (Dec. 5, 2019) and Dealer Direct Article (Dec. 12, 2019), BMW is no longer requiring a subscription by extending the Apple CarPlay™ Compatibility option for many vehicles without run-time limitations, effective December 4th, 2019. This includes the following vehicles/scenarios:

Which vehicles are affected?

MY2017 and MY2018 vehicles where the customer did not purchase Apple CarPlay™ from the ConnectedDrive Store: These vehicles will not receive the extension; the customer can purchase Apple CarPlay™ for a one-time cost from the ConnectedDrive Store if their vehicle supports the functionality.

If the vehicle supports CarPlay™ then it will be available to purchase in the ConnectedDrive Store (www.bmwusa.com/MyBMWConnectedDrive). The Dealer can also check to see if the customer can purchase CarPlay™ in the ConnectedDrive Dealer Cockpit.

MY2017 and MY2018 vehicles purchased with option 6CP: These vehicles are not relevant for the extension, because CarPlay™ will already remain active in the vehicle for as long as the feature is technically supported. No action is needed by the customer.

New MY2019 and MY2020 Vehicles Equipped with a One-Year Factory Trial:

- Customers are still within the trial period will be extended to a 20-year term.
- Those who purchased a one-year renewal from the ConnectedDrive Store will be extended to a 20-year term, even if the renewal has expired.
- Customers who have not renewed following their expired trial period will be extended to a 20-year term.
- No action is needed for customers who have already purchased a 20-year term.

MY2018 and MY2017 Vehicles Where the Customer Purchased CarPlay™ from the ConnectedDrive Store:

- One-year term will be extended to a 20-year term
- No action is needed for customers who have already purchased a 20-year term
- An extension is ONLY available to customers who purchased CarPlay™ from the ConnectedDrive Store

Customers will incur no additional costs for the extension.

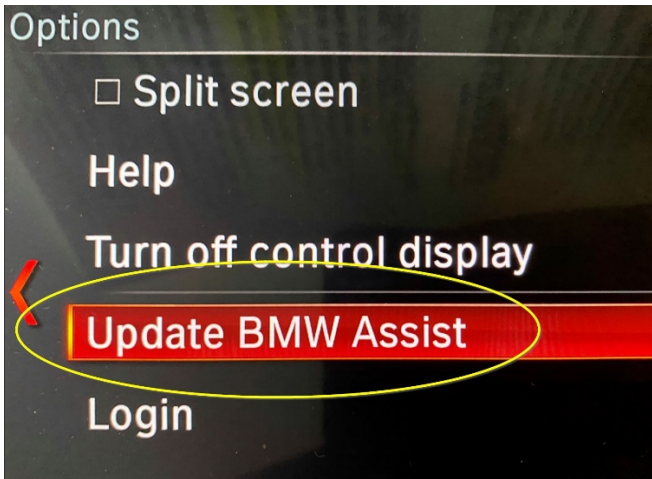
BMW Center staff should know:

- BMW recommends that affected customers update the ConnectedDrive services in their vehicle by following the steps outlined below. **No additional dealer action is required.**
- Due to the volume of vehicles affected by this change, it may take several weeks for all vehicles to be updated in the ConnectedDrive backend
- Customers can check the current status of their CarPlay™ and ConnectedDrive services by visiting “connecteddrive.bmwusa.com”. Dealers may also check customer VINs using the ConnectedDrive Dealer Cockpit.
- The extension applies to a particular vehicle and cannot be transferred to the owner for use with additional vehicles
- The \$80, one-year CarPlay™ renewal has been eliminated from the ConnectedDrive Store as of December 4th, 2019
- Customers and dealer inquiries can be directed to customercare@bmwassist.com or BMW Assist Customer Care at 1-888-333-6118

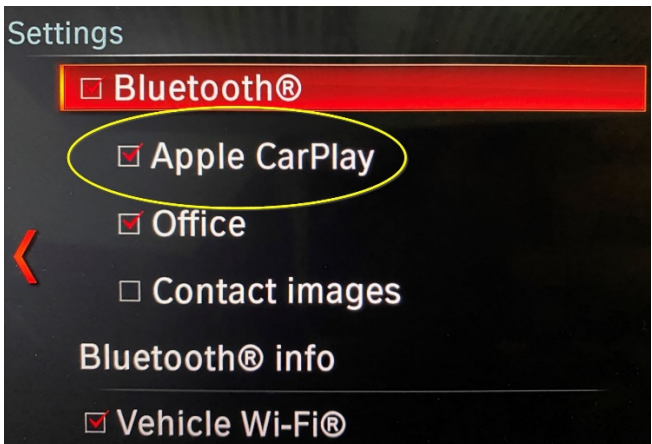
Customer Steps:

As part of this change, we recommend that affected customers perform an update of the ConnectedDrive services in their vehicle and make sure CarPlay™ is turned on. This can be done by following the steps below.

iDrive 6 and earlier:

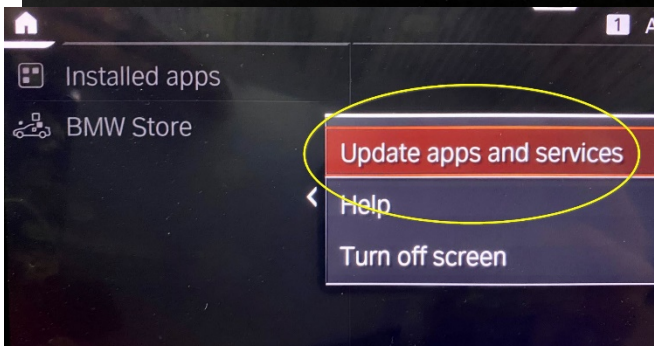


1. Update apps in the iDrive under:
 - “ConnectedDrive” or “BMW Assist”
 - Open “Option” (physical button surrounding your iDrive controller)
 - Select “Update BMW Assist”
2. Once the update completes, we then recommend shutting the vehicle off, exiting the vehicle, locking the doors and allowing 10 minutes before restarting the vehicle.

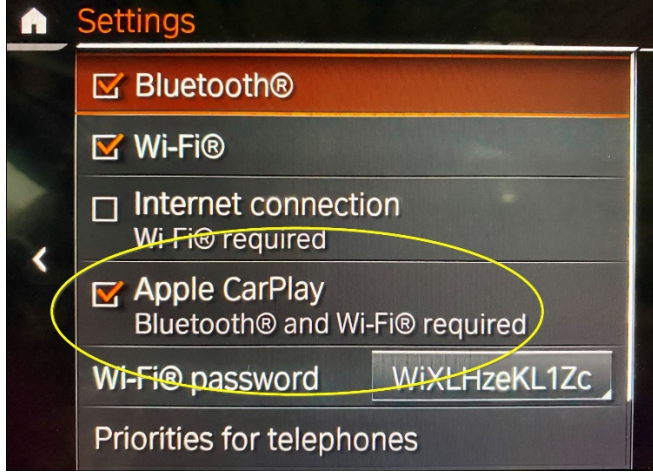


3. Check to make sure CarPlay™ is activated in the iDrive:
 - “Communication”
 - “Manage mobile devices”
 - “Settings”
 - Make sure “Apple CarPlay™” is selected and checked
4. Now you will be able to connect your Apple iPhone via CarPlay™

iDrive 7:



1. Update apps in the iDrive under:
 - “Apps”
 - Open “Option” (physical button surrounding your iDrive controller)
 - Click on “Update apps and services”
2. Once the update completes, we then recommend shutting the vehicle off, exiting the vehicle, locking the doors and allowing 10 minutes before restarting the vehicle.
3. Check to make sure CarPlay™ is activated



in the iDrive:

- “COM”
- Select “Mobile devices”
- Select “Setting”
- Make sure “Apple CarPlay™” is selected and checked

4. Now you will be able to connect your Apple iPhone via CarPlay™.

Supporting Materials

[picture as pdf B840320_Email to Customers.pdf](#)

[picture as pdf B840320_CarPlay_DCS Message.pdf](#)