



MODEL

| | | | |
|-----------------------------|------------------------------|-----------------------------|----------------------------|
| F01 (7 Series Sedan) | F02 (7 Series LWB Sedan) | F04 (7 Series Hybrid) | F06 (6 Gran Coupe) |
| F07 (5 Series Gran Turismo) | F10 (5 Series Sedan) | F12 (6 Series Convertible) | F13 (6 Series Coupe) |
| F15 (X5) | F16 (X6) | F22 (2 Series Coupe) | F23 (2 Series Convertible) |
| F25 (X3) | F26 (X4) | F30 (3 Series Sedan) | F31 (3 Series Sport Wagon) |
| F32 (4 Series Coupe) | F33 (4 Series Convertible) | F34 (3 Series Gran Turismo) | F36 (4 Series Gran Coupe) |
| F48 (X1 sDrive25i) | F80 (M3 Sedan) | F82 (M4 Coupe) | F83 (M4 Convertible) |
| F85 (X5 M) | F86 (X6 M) | F87 (M2 Coupe) | G12 (7 Series LWB) |
| I01 (I3) | I12 (I8) | G30 (5 Series Sedan) | G01 (X3) |
| F39 (X2) | G32 (6 Series Grand Turismo) | F90 (M5) | G02 (X4) |

SITUATION

BMW Online/BMW ConnectedDrive not functional.

CAUSE

Vehicle and service cockpit have different ICC-ID's (Integrated Circuit Card Identifier).

CORRECTION

Confirm BMW ConnectedDrive contract is valid/active

PROCEDURE

Please enter the search criteria ...

VIN (7 digit) Time zone

Country

Vehicle/customer details

Vehicle identification number:

Country assignment of vehicle: US

Type: 328i XDRIVE

Last update of online services on: 2016-08-10 16:58:05

Communication unit: PSIM

Service partner name: -

Account status: Active

GRUSB8416-01

Confirm that the customer BMW ConnectedDrive account status is "active." This is verified in the ConnectedDrive Service cockpit.

After verifying the account status is active, scroll further down the page and check the expiration date for the service. Verify the end date set is for a date in the future. If the dates are valid, go to step 1 below.

| Product | Service | Details |
|-------------------------------|------------------------------|---|
| Automatic map update | | Current Contract duration from 2016-08-04 to 2020-08-02 |
| | Update navigation map | Automatic map update is ready for use. |
| ConnectedDrive Services | | Current Contract duration from 2016-08-04 to 2020-08-02 |
| | BMW Online Apps | |
| | Google local search | |
| | Message Dictation | |
| | My Info | |
| ConnectedDrive Vehicle Store | | Current Contract duration from 2016-08-04 to 2020-08-02 |
| | ConnectedDrive Vehicle Store | |
| Intelligent Emergency Call | | Current Contract duration from 2016-08-04 to 2020-08-02 |
| | Intelligent Emergency Call | |
| Real Time Traffic Information | | Current Contract duration from 2016-08-04 to 2020-08-02 |
| | Prepare route in vehicle | |

GRUSB8416-02

1. Check the ICC-ID in the account match the ICC-ID on the label of the telematics control unit currently installed in the vehicle.
2. Does the ICC-ID of the installed telematics control unit match the information in the account?
3. YES– Go to Step 3.
4. NO – Continue to Step 2.
5. Review the service record of the vehicle.
6. Was a new telematics control unit ordered as part of a repair, but not yet installed?
7. YES- install the telematics control unit and all necessary software, then recheck for a fault in the BMW ConnectedDrive system.
8. NO- Perform standard diagnostics
9. If both ICC-ID's are identical and the BMW Online functions are still not available, refer to SI B84 02 14 and complete the checklist attached. A PuMA case is required for further technical support. When contacting technical support, please provide them with the following:
 10. a. ICCD-ID of the newly installed telematics control unit.
 11. b. ICC-ID of the telematics control unit in the service cockpit (screenshot).
 12. c. Status of the ConnectedDrive contract (screenshot).
 13. d. Photograph of the installed telematics control unit label.
 14. e. Was a new telematics control unit ordered because of repair work?
 15. f. Was the newly ordered telematics control unit installed into the vehicle?
 16. g. Copy of the Completed checklist.

WARRANTY INFORMATION

Information only!

Posted: Thursday, September 6, 2018

[SI B84 06 16 Checklist.pdf](#)