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This Service Information bulletin supersedes SI B84 22 05 **dated April 2008**.

Changes to this revision are the Reactivation attachments only.

## **SUBJECT**

**Reactivation of BMW Assist Services**

## **MODEL**

All vehicles with BMW Assist

## **SITUATION**

The embedded phone in the Telematics Control Unit (TCU) is deactivated with the wireless carrier if the subscriber has allowed BMW Assist™ services to lapse, has declined the services, or was never enrolled. The subscriber status can be checked on DCSnet. Refer to Aftersales bulletin [B02 01 06](#) (Updated DCSnet Vehicle History Inquiry information on BMW Assist) for more information.

**The TCU should not be replaced, but reactivated per the following procedure, if the customer wishes to enroll and receive BMW Assist services.**

**Important information on vehicles from 9/05 production, or if the TCU was replaced on a pre-9/05 production vehicle with newer hardware:**

To comply with wireless service provider restrictions, when a BMW Assist account expires, BMW of North America, LLC, must prevent the Network Access Device (NAD) from registering on the wireless network. If a BMW Assist account has expired and the vehicle was produced after 9/05 production, BMW may send the Power Off Command (POC) to the TCU. This means that the NAD will not turn on or register on the network.

When a TCU receives the POC, the DIS/GT1 will not be able to communicate with the NAD. When the DIS/GT1 is unable to communicate with the NAD, the tester will NOT display any information when trying to read the ESN, MIN or MDN. For vehicles which have received the POC, an alternate test module must be used to turn the NAD back on.

## **PROCEDURE (CLIENT ADVISOR)**

1. If the customer wishes to reactivate BMW Assist services, he or she must complete a valid, active subscriber agreement with the BMW Assist Response Center through the enrollment application on DCSnet, located at Sales | BMW Assist | Electronic Subscriber Agreement.
2. Upon completion of an Electronic Subscriber Agreement (ESA), a new Mobile Identification Number (MIN) and Mobile Device Number (MDN) will be automatically assigned and then displayed on the DCSnet Vehicle Service History for 2 weeks. Print this page to assist in programming and verification.
  - o **CDMA:** If a new MIN and MDN are not automatically assigned during enrollment, or are no longer displayed on the DCSnet Vehicle Service History, obtain this information by faxing the attached BMW Assist reactivation form to (201) 307-3707. A return call or fax from a Telematics Analyst with the new MIN and MDN will occur within three hours during business hours (8:30 AM to 4:30 PM EST). If the customer is waiting, fax the BMW Assist reactivation form and call the Telematics Analyst at (201) 307-4347 to expedite the process.

- o **GSM:** If a new Integrated Circuit Card ID (ICC-ID) is not automatically assigned during enrollment or is no longer displayed on the DCSnet Vehicle Service History, obtain this information by faxing the attached BMW Assist reactivation form to (201) 307-3707. A return call or fax from a Telematics Analyst with the new ICC-ID will occur within three hours during business hours (8:30 AM to 4:30 PM EST). If the customer is waiting, fax the BMW Assist reactivation form and call the Telematics Analyst at (201) 307-4347 to expedite the process.

#### **PROCEDURE (TECHNICIAN)**

**See Attachment "B842205\_IK-bus\_Vehicles" for the following vehicles:**

E46 (3 Series) from 9/03 production, with Premium Package (ZPP) or BMW Assist (SA 639)

E53 (X5) from 10/03 production, with Premium Package (ZPP) or BMW Assist (SA 639)

E83 (X3) from 9/03 production, with Premium Package (ZPP) or BMW Assist (SA 639)

E85 (Z4) from 10/03 production, with Premium Package (ZPP) or BMW Assist (SA 639)

**See Attachment "B842205\_CDMA\_MOST-bus\_Vehicles" for the following vehicles:**

E60, E61 (5 Series) from SOP to 3/08

E63, E64 (6 Series) from SOP to 3/08

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

E70 (X5) from SOP to 4/08, with Premium Package (ZPP) or BMW Assist (SA 639)

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

E82, E88 (1 Series) from SOP to 3/08, with Premium Package (ZPP) or BMW Assist (SA 639)

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

**See Attachment "B842205\_GSM\_MOST-bus\_Vehicles" for the following vehicles:**

E60, E61 (5 Series) from 3/08 production

E63, E64 (6 Series) from 3/08 production

E70 (X5) from 4/08 production, with Premium Package (ZPP) or BMW Assist (SA 639)

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

E82, E88 (1 Series) from 3/08 production, with Premium Package (ZPP) or BMW Assist (SA 639)

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

#### **WARRANTY INFORMATION**

This is NOT a warranty issue. All costs are the customer's responsibility.

**TIME**

Estimated reactivation time: 40 minutes or less.

**ATTACHMENTS**

- view PDF attachment [B842205\\_CDMA\\_Most-bus\\_Vehicles.](#)
- view PDF attachment [B842205\\_CDMA\\_Reactivation\\_Form.](#)
- view PDF attachment [B842205\\_GSM\\_MOST-bus\\_Vehicles.](#)
- view PDF attachment [B842205\\_GSM\\_Reactivation\\_Form.](#)
- view PDF attachment [B842205\\_IK-bus.](#)

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