



BMW TeleServices



The Ultimate
Driving Machine

www.bmw.co.uk

BMW TELESERVICES.

RELAX. YOU'RE IN GOOD HANDS.

BMW ConnectedDrive
So connected, you're free.


WOULD YOU LIKE TO ENJOY GREATER INDEPENDENCE? CREATE NEW SPACE FOR YOURSELF.

Experience a completely new form of mobility: BMW ConnectedDrive is the intelligent networking of driver, car and living environment. This also includes BMW TeleServices – which allows you to focus on the essentials, namely enjoying your Ultimate Driving Machine. Your BMW will know itself when maintenance is required. You are notified about service needs and reminded of appointments.

Wherever you are, your BMW Service Centre or the Roadside Assistance staff are there to help.

You simply have fewer things to think of – giving you more time and peace of mind. The following services are part of BMW TeleServices.



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- A man in a dark grey suit and tie is standing on a paved walkway, smiling and talking on a mobile phone. He is positioned in front of a modern, multi-level building with large glass windows and concrete overhangs. The building is set on a green lawn with trees in the background under a clear sky.
- 06** AUTOMATIC BMW TELESERVICE CALL.
 - 08** BMW TELESERVICE BREAKDOWN CALL.
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 - 12** BMW TELESERVICE UPDATE.
 - 14** TECHNICAL REQUIREMENTS.





REMINDER.



**YOU DON'T WANT TO HAVE TO
REMEMBER EVERYTHING YOURSELF?
YOUR BMW WILL DO IT FOR YOU.**

Forget about fixed service intervals. As soon as your BMW requires maintenance, all service-related data is relayed via an Automatic BMW Teleservice Call to BMW. The BMW Service Centre gets the information, analyses it immediately and a Service Advisor can call you to arrange an appointment. What is more, your BMW Service Partner can effectively prepare for the forthcoming visit by ordering spare parts in advance, for example. You only drive to the workshop if you have to – and there you will meet well-prepared service staff who know exactly what has to be done. Your vehicle only stays at the Service Partner for as long as is necessary.

**AUTOMATIC
BMW TELESERVICE CALL.**



The procedure.

- The Condition Based Service (CBS) sensors identify service requirements in terms of fluid levels, such as engine oil, or wear-and-tear components, such as brake pads.
- With the Automatic BMW Teleservice Call, your vehicle transmits all service-related data to BMW.
- Your BMW Service Center retrieves the data, runs an analysis and calls you to arrange an appointment.
- All you have to do is tell us where you would like to have your BMW serviced so we can ensure your vehicle is sending the data to the correct Service Partner.

The benefits.

- You don't have to think about when your BMW needs to be serviced. From now on, your BMW Service Partner does it for you.
- The BMW Service Partner can effectively prepare for the upcoming visit. Any spare parts required can be ordered and laid out in advance.
- Excellent service without having to do anything yourself.
- Optimal preparation means the required work can now be carried out even more effectively. This avoids prolonged stays due to additional work or delays.



SUPPORT.



BMW WILL CONVENIENTLY ACCOMPANY YOU ALONG THE WAY.

No matter where you are: in the event of a malfunction in your car, you simply call the BMW Roadside Assistance via the BMW Teleservice Breakdown Call directly from your vehicle. The current vehicle condition is gathered and transmitted at the push of a button to be analysed by a specialised roadside assistance agent. After analysing this data, our specialists give you feedback on the problem right away by phone. So wherever you're going, you can do so safe in the knowledge that your BMW is always in good hands.

**BMW TELESERVICE
BREAKDOWN CALL.**



The procedure.

- In the event of a breakdown or a technical malfunction, you can request assistance directly via the in-car iDrive menu. All of the latest vehicle data as well as the vehicle position can be sent to the specialists in BMW Roadside Assistance at the touch of a button.
- A voice connection is established with a qualified service specialist who can diagnose and identify the problem and take appropriate measures such as on-site Roadside Assistance or arrange an appointment with the nearest BMW Service Partner on your behalf.

The benefits.

- Peace of mind that expert help is available at all times.
- Fast and precise diagnosis and fault rectification for certain defects.
- All relevant vehicle information is automatically forwarded to your BMW Service Partner should additional work be required.



**PEACE
OF MIND.**



BATTERY GOING FLAT? WE LET YOU KNOW RIGHT AWAY.

You parked your BMW and forgot to switch off the lights? No need to worry. With BMW Teleservice Battery Guard you're always on the safe side. It helps avoid a potential breakdown as a result of battery problems by monitoring the battery of your BMW round the clock. When BMW Teleservice Battery Guard detects a critical level of battery charge, the vehicle will inform you immediately via a text message. This means that you can take the necessary precautionary measures in time before a breakdown occurs. So don't waste your energy – your BMW will contact you in good time.

**BMW TELESERVICE
BATTERY GUARD.**



The procedure.

- The BMW Teleservice Battery Guard Call is automatically triggered when the battery charge drops below an alarming level in a parked vehicle due to electrical appliances being left on like the parking or side light. Depending on your settings within the ConnectedDrive portal, a text message is sent to you immediately informing you.
- Should the battery charge drop below a certain level for any other reason while the vehicle is parked with the lights switched off, the vehicle will automatically inform your BMW Service Partner, who will then contact you as soon as possible to arrange a visit to investigate the problem and discuss the next steps.

The benefits.

- There is no problem if you happen to leave the lights on after parking your car. Your BMW notices and lets you know by text message or e-mail.
- Technical problems relating to the battery are identified quickly – and solved in good time.
- Since your BMW Service Partner is also informed in critical cases, staff can prepare any checks or repairs which might be necessary – thereby saving time and expense.



UP-TO-DATE.



**THE LATEST SOFTWARE?
THE SIMPLEST WAY?
DOWNLOAD IT IN YOUR BMW.**

Get your BMW even more effectively networked: with software-based updates for Bluetooth mobile phones and USB media players, to be downloaded directly in the vehicle and installed. This quickly and conveniently ensures your mobile devices are compatible with your vehicle via the BMW Teleservice Update menu. Use this unique and innovative function to update your software while on the road. And drive on with that comforting sense of being up-to-date. And of knowing that everything is compatible.

**BMW TELESERVICE
UPDATE.**



The procedure.

- Under “Settings” and “Software update” in the iDrive system you get directly to the function “Updates available” for your mobile phone and/or USB media player. Here, select the update function via “BMW TeleServices”.
- Under the menu item “Update software” you can check the availability of new software updates. If an update is displayed, it can be downloaded and installed with “Start update”.
- Successful installation is displayed in the iDrive system.
- To find out which mobile phones are supported by BMW Teleservice Update, see www.bmw.com/bluetooth under “Bluetooth interface” and “Compatibility test”. Here, you will also find further information on the many ways you can use mobile devices in your BMW.

The benefits.

- Software updates ensure optimised compatibility and improved use of your mobile phone and media devices.
- You can conveniently update software without additional equipment, directly in the vehicle.
- Updates via USB may still be possible, even without a BMW ConnectedDrive contract.

Depending on the age and equipment of the vehicle, BMW Teleservice Update may only be available in combination with a valid BMW ConnectedDrive contract. Please ask your BMW Service Partner for details.

EQUIP YOUR CAR WITH ALL THE FREEDOM IT NEEDS. GET BMW TELESERVICES ON BOARD.

Are you ready for greater independence? Experience the possibilities of the future with BMW TeleServices and get yourself switched on.

The range of available TeleServices depend on the age of the vehicle and the fitted options:

Vehicles with option 612 (BMW Assist) have the basic BMW TeleServices features 'Teleservice Breakdown Call' and 'Teleservice Update'.

Vehicles with option 6AE (New BMW TeleServices) additionally have the new enhanced BMW TeleServices features 'Automatic Teleservice Call' and 'Teleservice Battery Guard'.

The use of BMW TeleServices is completely free of charge in all vehicles equipped with option 6AE (New BMW TeleServices).

A valid BMW ConnectedDrive contract is required for vehicles with option 612 (BMW Assist).

Your BMW Service Partner will be glad to provide further details.

**GET SWITCHED ON
FOR THE FUTURE.**



BMW TeleServices



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Driving Machine**

www.bmw.co.uk

For further details consult your BMW Service Partner.

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