



MY BMW REMOTE US FAQ

1. What are the requirements to be able to use My BMW Remote US?

You must have an active BMW Assist™ contract, a compatible mobile device with a connection to the internet, and a vehicle capable of using the remote services of My BMW Remote US. Please refer to question 2 for more information about applicable vehicles.

2. What remote services features are available for my vehicle?

The table below provides an overview of the available My BMW Remote US services and applicable vehicles.

	Online Search	Remote Door Locking/Unlocking	Vehicle Position	Flash Headlights	Remote Horn
1 Series		Produced 3/2008 or later		Not Available	
2 Series		Model Year 2014 or later		Model Year 2014 or later	
3 Series		Produced 3/2008 or later		2012 Model Year or later 3 Series Sedan only	
4 Series		Model Year 2014 or later		Model Year 2014 or later	
5 Series		Produced 3/2008 or later		2010 Model Year or later 5 Series Sedan 2011 Model Year or later 5 Series Sedan	
6 Series		Produced 3/2008 or later		Model Year 2009 or later	
7 Series		Model Year 2009		Model Year 2009 or later	
X1 SAV		Model Year 2013 or later		Not available	
X3 SAV		Model Year 2011 or later		Model Year 2011 or later	
X4 SAV		Model Year 2015 or later		Model Year 2015 or later	
X5 SAV		Produced 4/2008 or later		Model Year 2014 or later	
X6 SAV		Produced 4/2008 or later		Not available	
Z4 Roadster		Model Year 2009 or later		Not available	

For customers using compatible Android devices:

All Model Year 2014 or later vehicles, except Z4 Roadster, are also available with Remote “Comfort Ventilation”

3. What are the requirements for my mobile device?

Apple mobile devices must have iOS 6.0 or higher. Android devices must have software version 2.2 or higher. An active internet connection is required to use the My BMW Remote US app.

4. My BMW Remote US is requesting my user name and password for login. What user name and password do I use?

These credentials are simply the email address and password which were provided during setup of BMW Assist™ services.

- a. Refer to the BMW Assist Electronic Subscriber Agreement (ESA) Contract, included in your vehicle’s contract portfolio.
- b. The login credentials required are included under the “Primary Subscriber Information” section or, if applicable, under the “Secondary Subscriber Information”.

My BMW Remote US Credential	Use the following from the BMW Assist ESA
User Name	Email Address
Password	Password Required

BMW Assist Subscriber Agreement Contract # _____ Services valid until: _____

PLEASE FOLLOW THESE THREE STEPS:
 Step 1. After you sign both copies, fax to (888) 226-9492 only if data transmission fails.
 Step 2. Retain one copy of the signed Subscriber Agreement (6 pages). Place 2nd center copy of Agreement in deal jacket.
 Step 3. Make an Activation Call in the vehicle by pushing the SOS button.

For questions, please call **BMW Assist** at **888-333-6118**.

PRIMARY SUBSCRIBER INFORMATION (Required)				SECONDARY SUBSCRIBER INFORMATION (Optional)			
Title:	First Name	TESTER	M.I.	Title	First Name	M.I.	
Last Name	ONE	Suffix:		Last Name		Suffix:	
Company Name (if company vehicle) BMWNA							
Address 300 Chestnut Ridge Rd				Address			
City Woodcliff Lake		State NJ	ZIP 07677	City		State	ZIP
Evening Phone		Ext.		Evening Phone		Ext.	
Daytime Phone	201-307-4000	Ext.		Daytime Phone		Ext.	
Mobile/Cell Phone		Ext.		Mobile/Cell Phone		Ext.	
E-Mail Address user@provider.com				E-Mail Address			
Password Required (Suggest Mother's Maiden Name) password246				Password Required (Suggest Mother's Maiden Name)			
VEHICLE INFORMATION (Required)							
Make:	BMW	Model:	335i xDrive Sedan	Model Year:	2010	Vehicle Color:	Titanium Silver Metallic
License Plate Number (Optional):						State (optional):	

If you require further information, or do not have access to your BMW Assist ESA, please call BMW Assist toll-free at 1-888-333-6118.

5. Why does My BMW Remote US not show the Remote Horn, Flash Headlights, or Comfort Ventilation feature for my vehicle?

Not all vehicles are able to perform this function. Please refer to question 2 to see what services are available for your vehicle.

6. I am unable to log-in to the My BMW Remote US app. What can I check?

If you are unable to log-in, please confirm the following:

- a. You have a compatible vehicle for use with My BMW Remote US (see question 2)
- b. You have a valid BMW Assist user name and password (call BMW Assist toll-free at 1-888-333-6118 if you are unsure of your user name or password)
- c. Your mobile device has a connection to the internet

You can also try to close and then reopen the app, then retry the login process.

If after trying these steps, you still cannot log-in to the app, please call BMW Assist toll-free at 1-888-333-6118.

7. I cannot perform a remote service using My BMW Remote US, what can be wrong?

- a. Mobile device is not connected to the Internet
- b. Vehicle has no cellular reception (e.g., vehicle is parked below ground in a parking garage)
- c. The app has malfunctioned

If a remote service is not working, you may try closing the app and then restarting it or reconfiguring the app completely.

8. The Vehicle Finder cannot locate my vehicle.

The feature only works if the vehicle is located within 1km (.6 miles) from the mobile device. Additionally, the ignition must be switched off in the vehicle and the vehicle must have cellular reception coverage.

9. When I lock my vehicle, is my anti-theft alarm also activated?

The alarm is not activated when the vehicle is locked using the My BMW Remote US app.

10. Sometimes it takes several minutes after I send remote function for my vehicle to respond. Is this normal?

Under certain conditions, such as limited cellular network coverage, it may take several minutes for a remote function to be activated at the vehicle.

11. What if my mobile device is lost or stolen?

My BMW Remote US contains several security features, including a required login via a unique user name and password combination as well as a mandatory 4-digit PIN to access the app. If your mobile device is lost, please call BMW Assist toll-free at 1-888-333-6118 to change your account password. Once your password change takes effect, the features of the app will no longer work until the app is reconfigured with the user name and new password.