

Publish Date: January 11, 2016
 From: Product Requirements and Dev
 Expiration Date: January 25, 2016

DCSnet Message
Important 

Subject: **{Update} Discontinuation of BMW Assist Renewals**

Dear BMW Centers,

Please see the below Frequently Asked Questions (FAQs) about discontinuing renewals of BMW Assist Safety Plan and Convenience Plan. Please review the FAQs as they help to provide more clarity on this topic.

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>> FAQs: Discontinuation of Renewals for BMW Assist Safety Plan and Convenience Plan <<

1. **Why was this change made?**
 - a. At the end of 2016, the underlying communication technology will no longer be supported. At that time, BMW Assist Safety and Convenience Services will no longer function in the vehicle. We are discontinuing renewals so that service durations are not included beyond this date.
2. **What services are affected?**
 - a. All services under the BMW Assist Safety Plan and Convenience Plan are affected and will no longer work following the end of 2016. This includes the Emergency Calling (SOS) feature as well as MyInfo (Send to Car), Remote Services such as Remote Door Unlock and the My BMW Remote app, Stolen Vehicle Recovery, TeleService, Concierge and all other services which are available under the BMW Assist Safety and Convenience Plans.
3. **My original contract for BMW Assist services goes beyond 2016. How will this affect me?**
 - a. If your original contract (i.e., BMW-paid) ends later than Dec. 31, 2016, you will receive additional information from BMW.
4. **Can a customer upgrade their vehicle to newer technology that would support BMW Assist?**
 - a. Currently, we do not have a retrofit option in order to upgrade earlier hardware to newer hardware so that BMW Assist can still be supported. However, we are working on a technical upgrade. For further details, please contact your dealer in the second half of 2016.
5. **Why is this discontinuation in BMW Assist renewals only occurring now?**
 - a. Because the BMW Assist Safety Plan and Convenience Plan are available as a one-year renewal, this change is being made to ensure that Safety and Convenience Plan renewals are only sold within the timeframe that they can be supported.
6. **When will the services stop working?**
 - a. By January 1, 2017, the services of the BMW Assist Safety Plan and Convenience Plan will no longer be available.

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For reference, copied below is the original DCS message from December 18, 2015.

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Topic: Discontinuation of BMW Assist Renewals
From: ConnectedDrive Services

Dear BMW Centers,

This message outlines important changes to the offering of BMW Assist renewals, effective January 1, 2016.

BMW will be discontinuing renewals for the BMW Assist Safety Plan and Convenience Plan (i.e., customer pay). This impacts all vehicles that are based on CDMA, TCU 1.5, and COMBOX technologies.

As a summary:

- Renewals of the BMW Assist Safety Plan and Convenience Plan (applicable to 2013 and earlier vehicles and 2014 X6) are being discontinued as of January 1, 2016.
- For vehicles with subscriber agreements still within the BMW-paid period (i.e., 4 or 10 years after in-service date), please do not create a subscriber agreement beyond the BMW-paid period (e.g., extensions or renewals).
- As of early January 2016, the My BMW ConnectedDrive portal (www.bmwusa.com/MyBMWConnectedDrive) will no longer allow renewals for these affected vehicles.

Note: Please do not process any BMW Assist Safety Plan or Convenience Plan renewals via DSCnet (ESA Application). The application will be updated in the near future to not allow such renewals, but is not yet updated.

Will customers be informed of this change?

Early next year, BMW ConnectedDrive Services will communicate more specific details to customers.

Can customers vehicles be updated to technology that doesn't use the Safety Plan/Convenience plan?

No, vehicles cannot be retrofit in order to receive technology that allows Safety Plan/Convenience Plan renewals.

Kind Regards,

BMW ConnectedDrive Services

Attachments:

No Attachments

Recipients:

BMW i, All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW SAV (Light Trucks), CC-All
BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel



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