

BMW ConnectedDrive. Contents.



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1. **BMW ConnectedDrive: a network for improved safety and comfort.**



The virtual co-driver.

Whereas in the past the interaction of the three areas of driver, vehicle and environment was left entirely to the adaptability of the individual at the wheel, BMW ConnectedDrive with its innovative technical possibilities now significantly eases the burden on the driver thanks to innovative onboard functions taking on the role of a virtual co-driver. BMW ConnectedDrive links up the vehicle as a complete system with the world outside and the traffic on the road in order to provide the driver with as much information as necessary and desired. The ongoing development of the networked online, assistance and service systems offers ever-increasing levels of mobile comfort and easy information access. Depending on the country, BMW ConnectedDrive today encompasses a range of car-related services in the areas of traffic information, emergency call, vehicle services, information services, office services, travel and leisure planning, as well as the internet. All the products and their various services are offered to the driver and can be used directly via the navigation system or the telephone, thus considerably enhancing convenience and safety.

The driver remains the focal point with ultimate responsibility.

BMW ConnectedDrive stands for an intelligent and target-oriented division of labour between the driver and the car. Only by coupling their respective strengths can the best possible result in terms of safety, comfort and driving enjoyment be achieved. The driver makes complex decisions, while the car's task is the rapid processing of information. In concrete terms it means that BMW ConnectedDrive offers the driver as much information as desired and required in the particular situation. But for all the technical possibilities, the task of making choices and taking positive action clearly remains with the driver, who continues to bear full responsibility and is the focal point of all action.

Information adapted for use in the car.

To ensure an optimum combination of information, safety and convenience, all BMW ConnectedDrive services are geared towards in-car use. For example, news, business reports, directory information and weather updates for the point of departure and destination are abbreviated and displayed as keywords and headlines for convenient in-car readability. If desired, more detailed information can be retrieved. BMW ConnectedDrive customers, moreover,

can use the BMW ConnectedDrive portal to add personal bookmarks on the internet for rapid in-car access to frequently used services and information. In short, BMW ConnectedDrive enhances “sheer driving pleasure” even further.

Retrospective: the history of BMW ConnectedDrive.

As a pioneer in the field of vehicle electronics, the BMW Group made an early start in connecting information, communication and assistance systems within and beyond the car. While in the early days only the vehicle and the driver communicated with one another, interaction with the car’s surroundings was to become a crucial consideration for the BMW engineers. In 1994, BMW was the first car manufacturer in Europe to introduce a navigation system, thus providing the driver with data from beyond the car. This was one of the building blocks for the development of BMW ConnectedDrive.



2. BMW ConnectedDrive: individually tailored information at any time.

2.1 Arriving faster and more relaxed: Traffic Information.

With Traffic Info plus (V-Info+), the driver receives information on the situation on trunk roads that is more up-to-date, detailed and comprehensive than that available in conventional traffic reports. This service relays the relevant traffic updates and information – such as automatically calculated tailback lengths and delay times – to the navigation system, which then recommends alternative routes to the destination. The traffic information is transmitted to the car's navigation system by RDS radio stations using an encoded data channel.

The data for this (TMCpro data) is provided by T-Systems Traffic and is based on their own exclusive data acquisition system for traffic delays. This information is largely derived from more than 4,000 sensors on motorway bridges and some 5,500 contact loops embedded in the carriageway that monitor traffic flow along trunk roads in Germany, providing a very precise picture of the traffic situation and potential delays. The information obtained in this way is complemented by data from traffic information centres, updates from the highways departments as well as reports from the emergency services and police departments.

Since September 2001, moreover, all BMW vehicles equipped with BMW ConnectedDrive provide so-called Floating Car Data (FCD) – with the consent of the driver – which means that BMW cars out on the roads not only receive but also gather and relay traffic information. Today the position, direction of travel and road speed are transmitted, naturally in complete anonymity. This information permits reliable conclusions to be drawn on the current traffic situation, although as yet this is limited to intersection-free motorways.

Traffic Info plus (V-Info+) is currently only available in Germany.

2.2 If the worst comes to the worst: Emergency Call.

Rapid and targeted assistance – that is what counts in the event of an accident. BMW ConnectedDrive offers an Advanced eCall function, which ensures that the emergency services receive detailed information on the type of collision and likely injuries before arriving at the site of the accident. That allows them to prepare in advance the appropriate medical care for those involved in the accident. This is possible thanks to the data relayed to the BMW call centre specifying the precise position of the car, its chassis number, vehicle type and colour, as well as the data gathered by sensors in the car. The deployment of all the available restraint systems in the car is registered along with seat occupancy and seatbelt status for the front seats. This allows frontal, rear, side or multiple collisions to be identified and differentiated. A rollover accident can also be ascertained and reported in the same way.

The data analysis is based on a special algorithm jointly developed by BMW's accident research department and the William Lehman Injury Research Center (WLIRC). This provides advance information for the rescue services alerted by the BMW call centre as to where the accident has occurred and which vehicle is involved. And thanks to Advanced eCall, it also indicates whether the occupants are likely to have sustained serious injuries. The car automatically conveys its exact GPS position data and the vehicle data, while the BMW staff then call for help from the BMW call centre, which is open around the clock. They will make telephone contact with the vehicle's occupants, alert the nearest emergency control centre and, drawing on their psychological training, provide reassurance to the passengers.

There is also the option of a conference call. In other words, the BMW call centre creates a direct voice link between the vehicle occupants and the emergency control centre. This unmediated communication guarantees that no information is lost. The automatic emergency call even functions if there is no external mobile phone available or if this is switched off, as the data transmission for all services is via a separate telephone unit integrated in the car. The emergency call can, of course, also be actuated manually in order to summon immediate assistance for other road users.

In total, the BMW ConnectedDrive emergency call facility has so far provided rapid help in more than 30,000 emergency situations not only in Germany, but in a further nine countries on four continents. BMW's emergency call service was first launched in the USA in 1997. This life-saving system has been available in Germany since 1999.

2.3 The all-inclusive package: Vehicle Services.

The intelligent networking of the car and BMW service goes by the name of BMW TeleServices and forms part of BMW ConnectedDrive's vehicle services, along with the new BMW Remote Services.

The ultimate in convenience thanks to Remote Services.

You're standing in front of your locked car, frantically patting all your pockets in search of the car key. Not that you've lost it or left it behind somewhere: somehow it has found its way into the shopping bag you've just locked inside the boot. Normally, the only option in such a situation is to ring for Breakdown Assistance. In Germany alone, the BMW Mobile Service responds to anything up to 7,000 such callouts every year. But thanks to the recent introduction of BMW Remote Services, a technology developed by the BMW Group, prompt and appropriate help is at hand. From anywhere in the world, BMW ConnectedDrive customers can have their car unlocked or locked by ringing a BMW call centre and providing proof of their identity – irrespective of whether they are near the car or in a different country entirely. If you are uncertain whether you really have locked your car, all you do is contact the BMW call centre and a member of staff will secure the doors remotely.

A further feature available exclusively in the new BMW 7 Series is Remote Climate Control. A brief phone call before the start of the journey ensures that a pleasant cabin temperature awaits you when you get inside the car. As the driver – and the call centre – don't necessarily know whether the car is parked in the shade or in the sun, the vehicle itself ascertains the outdoor temperature to see whether the car needs cooling through the ventilation system or heating, if the vehicle features an auxiliary heating system.

BMW TeleServices: the security of being in good hands at all times.

With BMW TeleServices, a BMW knows if and when a service is due.

The car passes on this information in good time to the BMW Service Partner by means of an Automatic BMW Teleservice Call. If the driver wishes to make direct contact with the BMW Service Partner, he can actuate a Manual BMW Teleservice Call from the car. And in the unlikely event of a breakdown, help is always at hand through BMW Teleservices Diagnosis and Assistance without the BMW having to visit the workshop. The facilities of BMW TeleServices are now available in 15 countries.

Automatic BMW Teleservice Call: a BMW car knows when a specific service is due and independently contacts the BMW Service Partner.

This service is already available in eight countries around the world, including Spain, Greece, Switzerland, Kuwait and Holland. The Automatic BMW Teleservice Call allows the customer to arrange a service appointment quickly and conveniently with no additional effort. With the help of the onboard Condition Based Service (CBS), the car automatically ascertains what type of service is required and when. As soon as its sensors determine the need for a service involving fluids or wear components such as engine oil or brake pads, the vehicle automatically places a BMW Teleservice call and the relevant data are sent to the appropriate BMW Service Partner. This allows the customer's chosen Service Partner to identify the car's service requirements in advance and order any necessary parts in good time so that they are available for the arranged appointment. This reduces to a minimum the time the vehicle needs to spend at the workshop.

The automatic transfer of data to the BMW Service Partner also means the driver does not have to keep an eye on when the next service is due. As soon as the car detects the need for a service and registers this via the Automatic BMW Teleservice Call, the customer is notified by the BMW Service Partner and both can arrange a mutually convenient time to visit the workshop. The customer is also informed in advance of the amount of work required and how long it is likely to take. The workshop visit can thus be optimally fitted into the customer's schedule.

Advance planning of a service appointment also allows greater scope for individual requirements. A personal conversation between the service adviser and the customer offers an opportunity, for example, to discuss whether it would be a good idea to replace the brake pads ahead of a lengthy holiday trip. All the necessary information is already available via BMW TeleServices.

**Manual BMW Teleservice Call:
precise data for individually tailored services.**

This service is available in France, Italy and the USA and, from September 2008, in Switzerland, Holland and Singapore as well. The Manual BMW Teleservice Call provides the technical prerequisites for the customer to actively contact his BMW Service Partner straight from the car. It allows a service appointment to be individually arranged for a change of tyres, for example. Model-specific equipment can also be quickly and conveniently selected in this way.

With a Manual BMW Teleservice Call as well, the BMW driver conveys all the relevant vehicle data. When returning the customer's call, the BMW Service Partner thus has all the information he requires to provide a service precisely tailored to the customer's vehicle.

**BMW Teleservices Diagnosis incl. BMW Teleservices Assistance:
faster analysis and elimination of faults.**

In the unlikely event of a breakdown, BMW TeleServices is ideally equipped to keep inconvenience to a minimum. Drivers of BMW 1 Series, 3 Series, 5 Series, 6 Series, 7 Series, X5 or X6 models, purchased in Germany, Austria, Belgium, Luxembourg, Italy, France, the USA, Great Britain, Switzerland or Kuwait can directly contact BMW's breakdown assistance via the "Breakdown assistance" option in the operating menu. In addition to establishing direct voice contact, the vehicle's position is automatically transmitted along with key vehicle data (e.g. tank contents, coolant temperature, outside temperature). In consultation with the BMW breakdown expert, the driver can if necessary initiate a BMW Teleservices Diagnosis from the car. In addition to the CBS data, it also transmits any possible error codes. This gives the BMW Breakdown Service a better chance of determining the cause of a fault and initiating the appropriate measures to rectify it. Based on this information, the BMW specialist can decide whether the function of individual vehicle components can be restored using BMW Teleservices Assistance or whether to inform the Mobile Service.

Remote diagnosis and repair of a fault is carried out only with the consent of the customer after he has activated both the BMW Teleservices Diagnosis and the BMW Teleservices Assistance function using the iDrive operating system in his vehicle. The transmitted data are only recorded if he confirms the message "Accept BMW Teleservices Assistance?" that appears in the control display. Safety-related components are on principle excluded from fault rectification via data transmission. Various comfort functions, on the other hand, can be reset ready for use by means of BMW Teleservices Assistance.

BMW Tracking: taking the loss out of car theft.

As yet only available in Italy, the BMW Tracking service allows stolen cars to be found and secured. An integrated tracking module concealed in the car is activated following a theft and transmits the vehicle's current location at regular intervals. This not only allows a stolen BMW to be quickly traced, but it means that cars fitted with a BMW Tracking module benefit from a considerable premium discount from Italian insurance companies. A similar facility is available in the USA and Canada under the label Stolen Vehicle Recovery.

The Tracking function can locate the position of a stolen vehicle. There are two ways of raising the alarm. If the owner finds out his vehicle has been stolen, he can inform an authorised call centre, or the BMW vehicle is registered as stolen in this call centre as soon as the car alarm is triggered. In this case, the call centre attempts to make contact with the owner to rule out the possibility of a false alarm. If the owner cannot be contacted, the call centre alerts the police and forwards the GPS data regularly transmitted by the stolen vehicle.

**The “networked vehicle” adapts to the individual at the wheel:
the Driver’s Profile function.**

Constituting a unique comfort feature in a BMW car are the available personalisation options. Beyond quality and feel, this includes above all the individualisation options for ergonomic, operating, seating and infotainment functions, which can already be stored by means of the car key. Using the Driver’s Profile feature, the new BMW 7 Series allows personal data and settings (e.g. address book and seating position) to be transferred from one BMW to another. This can be done via the USB port or the BMW Online Portal in the car. Using the BMW ConnectedDrive portal on the internet, moreover, many more parameters – such as navigation settings – can be edited.

2.4 Valuable local knowledge at any time: Information Services.

Thanks to the various information services offered by BMW ConnectedDrive, BMW drivers can call up specific local information at any time. This can be done by telephone using the information service, or online using Google Local Search or local information providers.

Quick search, quick answer: telephone Information Service.

The telephone information service comprises more than 35 million entries from the business and personal telephone directory. In addition to accessing the complete business and personal directory, more than 200,000 points of interest from the Green Michelin Guide or Merian guide can be sent to the car by the BMW call centre operator. It is also possible to make hotel and restaurant bookings, locate duty pharmacies, cash machines or golf courses, or call up the latest flight information at any time using the telephone information service.

Selecting the “Information service” option in the menu links the driver with the BMW call centre. At the same time, the car automatically relays its current position. The special feature of this service is that the addresses sourced by the call centre can be sent directly to the car. Contacting the call centre and the transfer of the car’s position as well as the requested addresses are free of charge as part of the BMW ConnectedDrive service, a facility that can be used as often as desired. The driver can enter all the transferred data into the navigation system by simply pressing a button. This also applies to requested telephone numbers: by simply clicking on the number sent from the BMW call centre to the car, the driver can make the call from his own telephone.

At home anyplace, anytime: Google Local Search.

BMW is the only automobile manufacturer to offer Google Local Search in the car. This allows local information to be called up on the internet directly from the car using the world’s best-known online search engine. The vehicle’s position and destination are automatically recognised and the local results displayed along with the address, telephone number and distance. Moreover, these results are shown in a map that is familiar from Google Maps on the internet. Drivers can also search the Google Maps database the way they would use a business telephone directory. The results can be entered into the navigation system or telephone simply by pressing a button.

2.5 Always up-to-date: the Office Services.

With its office functions, news menu and PC interface (“My Info” and “Send to Car” functions), BMW ConnectedDrive allows its customers to stay up-to-date at all times.

Interface to PC: “My Info” and “Send to Car” functions.

The “My Info” service from BMW ConnectedDrive allows complete address datasets and text messages to be transferred from a PC directly to the car via the BMW ConnectedDrive portal on the internet. This can be carried out either by the driver himself or by an authorised third party. “My Info” is complemented by the “Send to Car” facility, which allows the driver or authorised third party to search for addresses online using Google Maps and then send them directly into the car. The new “HRS Send to Car” service works in the same way. This function makes it possible to transfer the address dataset on a hotel room booked through the Hotel Reservation Service (HRS) from the user’s own PC into the car. Both the address and telephone number can then be called up under the menu item “My Info” and, from there, entered automatically into the navigation system or mobile phone.

Always up-to-date: news and stock exchange prices.

The BMW Online news menu has sections entitled Top News, Germany News, World News, Business, Stock Market, Sports and Panorama, and “My News”. The latest international news is supplied directly by the Agence France Presse news agency (AFP). This has the major advantage that news reports are transmitted to the BMW at the same time as they are sent by AFP to the radio and newspaper editorial offices. Moreover, the driver can choose to access news items of specific interest. BMW ConnectedDrive also provides information e.g. in chart format on the latest stock market developments. In addition to constantly updated share prices, the driver can create a personalised “watchlist” of favourite stocks or use the share search function to check specific share prices. BMW ConnectedDrive also allows the driver to create a personal news portal. By selecting RSS feeds from one of the various menu options at the BMW ConnectedDrive portal on the internet – e.g. Car, Finance, Sport, Local etc. – the driver can then save these under My News with their choice of heading. The short information bulletins from the RSS feeds are then displayed in the vehicle.

The on-board office: including an e-mail account and address book.

Thanks to BMW ConnectedDrive the driver even has access to e-mails and personal addresses inside his BMW. The special BMW Online Portal allows him to receive, read and reply to e-mails – directly from the car or elsewhere on the internet. In addition, the driver has access to a comprehensive address book in which he can store and update contact addresses. Existing addresses can be synchronised at the BMW Online Portal on the internet and called up via the BMW Online Portal inside the vehicle.

2.6 Touring à la carte: the Travel and Leisure Planner.

BMW Routes and the hotel and restaurant service combine under the banner of the travel and leisure planner to make the driving experience in a BMW even richer and more comfortable.

BMW Routes: bringing fascinating experiences to the road.

BMW Online will allow BMW ConnectedDrive customers to call up the most captivating routes accessible by car – including mountain passes, coastal roads and lakeside circuits – at the touch of button from inside their vehicles. The navigation system will then follow the selected route to the pre-set destination. Useful and interesting information en route and recommended stop-offs along the way are displayed in pictures and text, and updated daily. Alternatively, customers can also use the new internet route planner to create a personal route following their own individual preferences. This can then be stored and called up again later at the wheel.

BMW Routes can be imported into the navigation menu via BMW Online or a USB device. In both cases the route first has to be stored in the advanced internet route planner. To import the route via BMW Online, the relevant file is uploaded into the navigation system from the advanced internet route planner using mobile communications technology (EDGE connection) and the SIM card fitted in the vehicle. Alternatively, routes can also be imported from a USB device plugged into the special port in the glove compartment.

From launch in November 2008, the BMW ConnectedDrive service BMW Routes will offer some 25 specially researched driving routes for motoring connoisseurs – including restaurant recommendations, information on sights and overnight accommodation options. BMW Routes gives the route centre stage, so motorways and heavily used roads are avoided, and well developed and surfaced routes given preference. Added to which, the stop-off destinations along the routes have to offer discerning motorists standout scenic, culinary or regional attractions with a premium or widely undiscovered character. And BMW Routes also allows access to the “My favourite detour” feature of BMW Magazine and Fine Driving routes (tours of exploration on the Mediterranean).

Weather reports come snow or sun.

The latest weather report, including forecasts and iconised graphic representations, can be displayed for any given location. This includes the “convertible weather” or “frost forecast” services, depending on the time of year. In the summer the driver can find out what his chances are of enjoying some open-top driving the following day, while in the winter the service tells him how likely he is to need his ice-scraper in the morning. Plus, the current snow depths in the ski resorts of Germany, Austria, Switzerland, Italy and France – complete with live photos in some cases – can also be called up directly from the car.

Parking information to help you find a free space every time.

Mobility services such as the car park search function not only guide the BMW driver to a car park or parking space. Indeed, BMW Online also automatically displays the spaces currently free in the selected car park. Dynamic data of this kind is already supplied by more than 820 car parks across Germany. Opening times, parking charges and a photo of the scene at the entrance are also displayed.

Country information gives you essential details on your destination.

The country information service of BMW ConnectedDrive now provides details on the traffic laws of European countries. In addition to speed restrictions and the legal blood alcohol limit, other important advice on traffic laws and general information is also available.

Additional information on your destination:

POI (Points of Interest) Enrichment.

BMW ConnectedDrive customers can now access additional information on a selected destination from Google Maps via the options menu of the navigation system. This includes all the up-to-date information which Google Maps provides on the internet, such as pictures, ratings and opening times.

All-round service: hotels and restaurants.

BMW ConnectedDrive users can call up short descriptions on recommended hotels and restaurants based on the classifications in the Merian guide. This information can be tailored to the driver's current location or destination, or to any other location for that matter. The web-based service gives the location of hotels and restaurants and displays them according to price and facilities. Again, the relevant addresses can be entered into the telephone or navigation system.

Rapid orientation – also possible by mobile phone.

BMW Online uses its “Map on Mobile” service to link the car up to the driver's mobile phone. This allows the vehicle's current location and destination to be sent to the mobile. The relevant section of a road map can then be called up from the BMW Portal on the mobile, helping to improve orientation. The vehicle's current location and destination are shown on the map, enabling the driver to reach his destination quickly on foot once he has parked the vehicle.

Travel guide.

The travel guide service enables the driver to search for places of interest (Michelin Green Guides), cultural programmes, and national and international museums at any given location. Search results are displayed with the address, telephone number, opening hours and a description. This contact data can be transferred easily at the touch of a button to the navigation system or mobile phone.

Enjoy your favourite driving music with the online update for music tracks.

The new iDrive and Navigation system Professional allow BMW drivers to transfer music files from a CD, MP3 player or USB stick onto the car's hard disk. The driver can then access these music tracks whenever he wishes, even if the CD, for example, has been removed from the car. BMW ConnectedDrive customers can also go online to upload onto the vehicle hard disk – free of charge via the embedded SIM card – information concerning music tracks or artists for a CD which they have previously scanned in. This ensures that BMW ConnectedDrive customers always stay up-to-date.

The iDrive system provides access to the driver's personal music library, a CD he's brought with him, an external music player or the desired radio station. The car's entertainment server has 14.5 GB of available storage capacity, allowing it to accommodate the content of some 200 music CDs. The individual music tracks, including information on both the track and artist concerned, are stored in the in-car database, making them easy to locate through the alphabetic lists in the audio system's iDrive menu.

2.7 Surfing the internet.

BMW brings together the fascination of mobility and unlimited internet usage. Indeed, the Munich-based car maker is the world's first to offer unrestricted access to the World Wide Web through the vehicle display. With this innovation BMW ConnectedDrive allows the driver and passengers to surf the internet while on the move. Any web page desired can be called up onto the central dashboard display, either by entering a URL address using the iDrive operating system or by selecting from a personalised favourites list. The system developed by BMW ConnectedDrive represents the logical further development of the intelligent networking of driver, vehicle and living environment.

The BMW iDrive Controller takes over the role of a conventional computer mouse for surfing the internet. Nudging the Controller in different directions moves the cursor around the web page currently shown on the display. Pressing the Controller is the equivalent of a mouse click on a PC and allows you to select links or menu items. Rotating the Controller, meanwhile, enables the user to scroll up and down the web page on the screen.

The transfer of data takes place using EDGE (Enhanced Data Rates for GSM Evolution) technology which, in contrast to UMTS, offers blanket coverage and is three to four times faster than standard GPRS mobile communications technology. A special BMW server is responsible for transmitting the selected web pages into the car quickly and displaying them on the screen to optimum effect. It also ensures that Flash animations and other applets with extremely high data volumes – which could prevent high-speed page display – are presented as effectively as possible. In this way, BMW ConnectedDrive improves data transfer, paving the way for comfortable in-car surfing.

This internet service sees BMW once again assuming a leading role in the provision of online services in-car. In so doing, the world's largest maker of premium cars once again demonstrates its expertise in the field of vehicle electronics.



3. Availability, technical requirements and prices.

3.1 Availability and technical requirements.

Access to BMW ConnectedDrive services is available in conjunction with the optional BMW Assist, BMW Online, BMW TeleServices or internet service. The individual products are subject to various technical requirements and availability, as outlined below.

BMW Assist*, with the exception of Remote Services, is available for all BMW models in conjunction with the Preparation for mobile phone Business with Bluetooth interface and Navigation system or Radio Professional. Remote Services are offered for BMW 1 Series, 3 Series, 5 Series, 6 Series, 7 Series, X5 and X6 models. (*BMW Assist comprises the following services: Advanced eCall, Remote Services, My Info, Send to Car functions, telephone Information Service and Traffic Info plus)

BMW Online**, with the exception of BMW Routes, Driver's Profile Transfer, POI Enrichment and online update music tracks, is available for BMW 1 Series, 3 Series, 5 Series, 6 Series, 7 Series, X5 and X6 models. The BMW Routes, Driver's Profile Transfer, POI Enrichment and online update music tracks services are offered as part of the new iDrive for the BMW 1 Series, 3 Series and 7 Series in conjunction with the Navigation system Professional. These services will be extended gradually to other BMW models in due course (**BMW Online comprises the following services: address book, BMW Routes, stock market info, e-mail account, Driver's Profile Transfer, Google Local Search, hotels and restaurants, country information, Map on Mobile, news, online update music tracks, parking information, POI Enrichment, travel guide and weather)

BMW Online and BMW Assist are available in Germany, France, Great Britain, Italy, Austria, the United Arab Emirates and Kuwait. In the USA and Canada only BMW Assist is offered. (The explanations in this press information are based – with the exception of BMW Tracking – on the services offered in Germany. The range of services varies in the above countries in which BMW ConnectedDrive is offered.)

As things stand, internet access is available in Germany for BMW 1 Series, 3 Series and 7 Series models. It will be extended gradually to other models in due course.

BMW Tracking is currently available in Italy (Canada and USA: integrated into BMW Assist as Stolen Vehicle Recovery) and can be specified for all BMW model series equipped with an alarm system.

BMW TeleServices are offered in Germany, Austria, France, Belgium, Luxembourg, Italy, the USA, the United Arab Emirates, Switzerland, Spain, the Netherlands, Greece, Great Britain, Kuwait and Singapore. BMW TeleServices are available for all new BMW 1 Series, 3 Series, 5 Series, 6 Series, 7 Series, X5 and X6 cars. The new services are available independently of any existing BMW Assist contract and of the telephone unit built into the vehicle with separate BMW SIM card. That permits all mobile phones authorised by BMW to be used for the new BMW TeleServices. An additional requirement is the Preparation for mobile phone with Bluetooth interface, Navigation system Business, Navigation system Professional or Radio Professional in conjunction with on-board monitor. On this basis the new BMW TeleServices are offered as an additional free-of-charge optional extra.

Service without boundaries: the Cross Border Service.

BMW drivers from Germany can also enjoy speech-based BMW Assist services, such as country-specific travel information and emergency call, in German while travelling through Austria, Italy, France and Switzerland. And BMW drivers from Italy can naturally enjoy a similar service while on the road in Germany, for example. BMW drivers can access BMW Online services such as hotel and restaurant information, weather reports, travel guides or the address of the nearest BMW dealer in Belgium, France, Great Britain, Italy, the Netherlands, Austria, Switzerland and Spain – with the usual functionality and, of course, in their own language. This Cross Border Service is being expanded steadily to cover further countries within Europe.

3.2 Prices and conditions.

The use of BMW Assist and BMW Online in Germany, for example, is free of charge for up to three years depending on the navigation system selected. That means three years for the Navigation system Professional with Preparation for mobile phone Business with Bluetooth interface and six months for all other platforms in conjunction with the Preparation for mobile phone Business with Bluetooth interface. Subsequently, the flat rate for the entire package of BMW Assist and BMW Online services is € 250 per year. For customers with vehicles equipped only for BMW Assist, the annual rate is €175. There are no usage-related connection charges beyond these fees; these are contained in the basic fee – comparable to a flat rate.

The use of BMW TeleServices is free of charge in conjunction with an activated BMW Assist contract. In this case the services can be used via the car's embedded SIM card both at home and abroad. In the absence of a BMW Assist contract, the services cannot always be used abroad. In addition, minimal telephone fees may be charged to the customer's mobile phone.

Separate telephone unit for using BMW ConnectedDrive services.

The optional preparation for mobile phone Business with Bluetooth interface (in Germany, for example, this is included as a package with the Navigation system Professional) is all you need to enjoy the benefits of BMW ConnectedDrive. In addition to a Bluetooth interface to connect to a customer mobile phone, this equipment option also has its own independent Telematics Control Unit with in-built SIM card. This is designed exclusively for use with BMW ConnectedDrive services. Thanks to this control unit, the services can be used regardless of whether the driver's own mobile phone is switched off or in some other location. This is the case, for example, with the potentially life-saving emergency call feature, which automatically transmits the vehicle's position. With the embedded SIM card there are no connection charges for using the services. All connections made via this card (e.g. a call to the information service) are already included in the basic fee. The driver only requires his own telephone to call a number that has been transmitted to the vehicle.

For further details on BMW ConnectedDrive products go to
www.bmw.com/connecteddrive