

BMW
GROUP



MAPPING AND THE ELECTRONIC SUBSCRIBER AGREEMENT PROCESS (ESA)

OCTOBER 2022

Electronic Subscriber Agreement (ESA)

- Overview of the ESA
- Ways to Map a Vehicle
 - ESA Application
 - My Garage
 - MY BMW App
 - ID8 In-Vehicle Mapping
- Waiver for Customers
 - ESA Application
 - Call Center



WHAT IS THE ELECTRONIC SUBSCRIBER AGREEMENT?

Overview of the ESA and benefits

- An agreement between the subscriber of the connected services and the BMW Group. The subscriber must be the one to agree to the terms of the agreement or waiver.
- The best time to complete the ESA at the time of vehicle purchase. In previous years, the dealer was required to provide the customer with a physical copy to sign, **but now the customer is responsible for accepting the terms of the agreement/waiver electronically.**
- Benefit one: Customer has an increased awareness of all potential ConnectedDrive car features.
- Benefit two: Customer is now responsible for finalizing ESA. With this process, there is no longer a paper ESA that needs to be signed by the customer and archived by the dealer.
- Benefit three: Increased usage for MY BMW app and My Garage

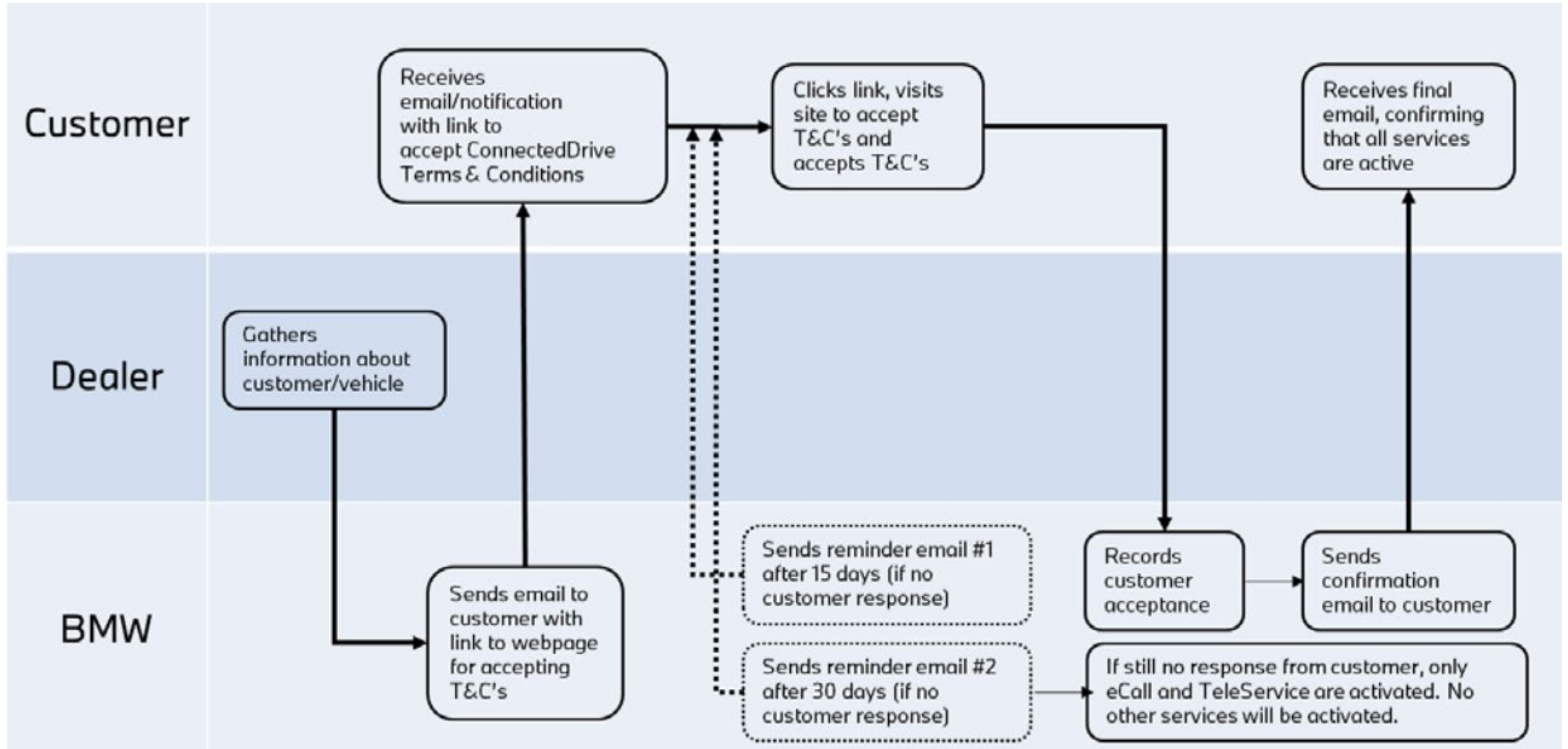
Eligibility notes

- An agreement or waiver must be completed for every telematic-capable vehicle. This is essential because the subscriber should fully understand what services they are either agreeing to or refusing.

The agreement and/or waiver is accessible via the ESA application, My BMW app and My Garage. The customer will have up to 30 days to either agree or waive the ESA.

If the customer does not respond in time, they may only have access to Emergency call (eCall) and TeleServices. If they want to access ConnectedDrive services or reinstate the terms, they must call BMW Assist Customer care at 1-888-333-6118 or reach out to a dealership or call center to start a new contract.

WHAT IS THE ELECTRONIC SUBSCRIBER AGREEMENT? PROCESS OVERVIEW



WAYS FOR CUSTOMERS TO MAP A VEHICLE:

Electronic Subscriber Agreement

The screenshot shows the BMW Group USA website's Electronic Subscriber Agreement (ESA) page. At the top, it features the BMW Group logo and navigation links. Below the header, there's a search bar and a 'Change VIN' link. The main content area is titled 'Vehicle' and includes a small image of a white BMW sedan. To the left of the car, technical details are listed: VIN: 3MWS20213201ALPINEWHITE3, In-Service Date: July 7, 2022, Telematics Capable: true, and TOU Status: active. To the right of the car, it says 'Active Vehicle' with a red bar and 'No primary subscriber'. Below this, there's a section for 'Primary Subscriber' with a dropdown arrow and the text 'No primary subscriber'. At the bottom right of this section, there are two buttons: '+ New Subscriber' (highlighted with a red box) and 'Waive Vehicle'.

MYGARAGE

The screenshot shows the BMW ID LOGIN page. It features the BMW ID LOGIN heading and a link for users who don't have a BMW ID to register. Below this, there are input fields for 'BMW ID (email address)' (containing 'BMW.Customer@gmail.com') and 'Password'. There's also a 'Forgot Password?' link. At the bottom of the form, there are two buttons: 'Login' and 'Register now'. To the right of the login form is a large image of a woman with curly hair smiling while looking at her smartphone. The BMW logo is visible in the top right corner of the image.

My BMW App

This collage highlights four key features of the My BMW App. The first panel shows the app's logo and the slogan 'YOUR WORLD. My BMW.'. The second panel, 'Manage your BMW remotely', shows a smartphone screen with the text 'ALL GOOD' and a red BMW car. The third panel, 'Plan your next trip', shows a smartphone screen with a map and the text 'Send destinations and see charging details'. The fourth panel, 'Schedule Service', shows a smartphone screen with a service appointment card and the text 'Schedule Service'.

ID8 IN-VEHICLE MAPPING

The screenshot shows the ID8 in-vehicle mapping interface. It features a dark background with a 'BMW ID' header and a 'Guest' user profile. Below the profile, there are menu options: 'Add BMW ID', 'Settings', and 'Nice to know'. On the right side, there's a list of options: 'Benefits of the BMW ID', 'Log in with My BMW App', 'Log in with BMW ID', 'Register now', and 'Forgot password?'. At the bottom, there's a climate control display showing '72° AUTO' and a 'CLIMATE MENU' button.

MAP A VEHICLE: ESA APPLICATION



- The dealer will start the ESA process for the customer through the ESA application.
- Customer receives a consent email to accept ConnectedDrive terms on the first day.
- Customer will only receive a second email to complete the ESA if they have not accepted the ConnectedDrive terms within 15 days of when the dealer first submitted the ESA information.
- Customer will only receive a third and final email on day 30 if they have not accepted the ConnectedDrive terms. Without a completed ESA, customers will only have access to eCall and TeleService.
- If the Customer has accepted the ConnectedDrive terms within the 30-day window, they will receive a confirmation email and their vehicle will be successfully "mapped" or added to their BMW ID.

MAP A VEHICLE: ESA APPLICATION

BMW GROUP THE NEXT 100 YEARS

Emily Cook

ESA - Electronic Subscriber Agreement

EN | FR

VIN search

Enter VIN, in order to access vehicle and subscriber information

7 or 17 digits

Search

BMW GROUP THE NEXT 100 YEARS

ESA - Electronic Subscriber Agreement

Change VIN

Vehicle

VIN: 3MWS 2021 330I ALPINE WHITE 3

In-Service Date: July 7, 2022

Telematics Capable: true

TCU Status: active

Active Vehicle

No primary subscriber

Primary Subscriber

No primary subscriber

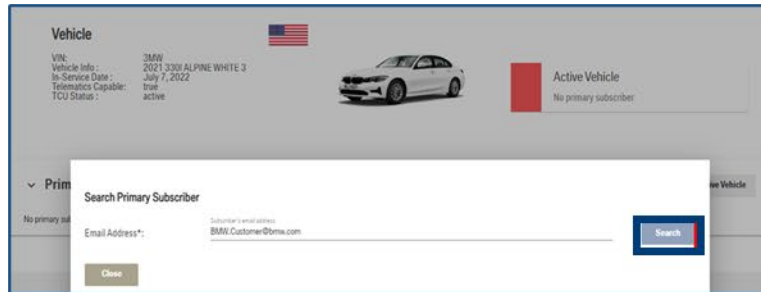
+ New Subscriber

Waive Vehicle

The dealer will be brought to the homepage of the Electronic Subscriber Agreement (ESA).

On this page, the dealer is prompted to enter the VIN to begin the ESA process. Then, the dealer will click on “+ New Subscriber” and enter the email address of the customer.

MAP A VEHICLE: ESA APPLICATION



Vehicle

VIN: 3M8B
Vehicle Info: 2021 330i ALPINE WHITE 3
In-Service Date: July 7, 2022
Telematics Capable: true
TCU Status: active

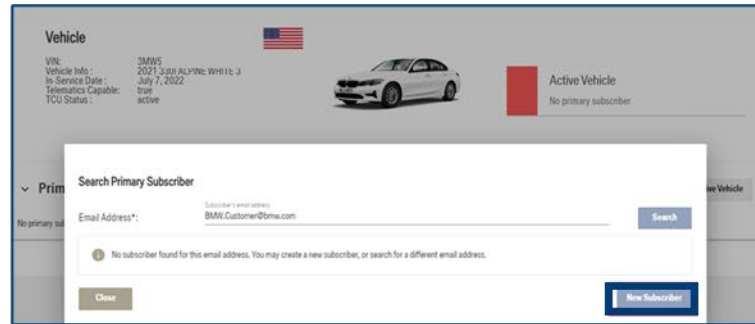
Active Vehicle
No primary subscriber

Search Primary Subscriber

Email Address*: BMW.Customer@bmw.com

Search

Close



Vehicle

VIN: 3M8B
Vehicle Info: 2021 330i ALPINE WHITE 3
In-Service Date: July 7, 2022
Telematics Capable: true
TCU Status: active

Active Vehicle
No primary subscriber

Search Primary Subscriber

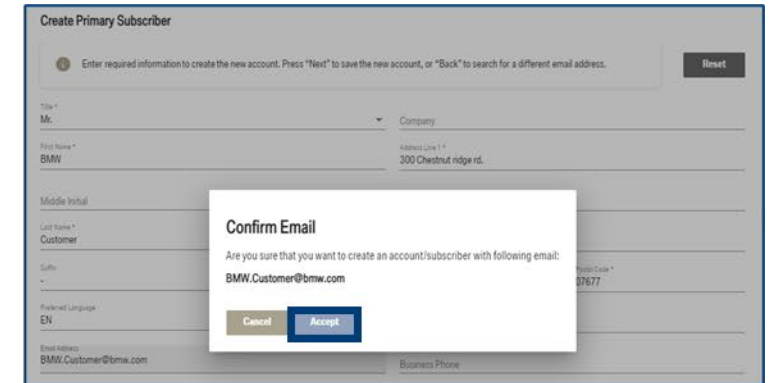
Email Address*: BMW.Customer@bmw.com

No subscriber found for this email address. You may create a new subscriber, or search for a different email address.

Search

Close

New Subscriber



Create Primary Subscriber

Enter required information to create the new account. Press "Next" to save the new account, or "Back" to search for a different email address. Reset

Title *
Mr. Company

First Name *
BMW Address Line 1 *
300 Chestnut ridge rd.

Middle Initial

Last Name *
Customer

Suffix

Preferred Language
EN

Email Address
BMW.Customer@bmw.com Business Phone

Confirm Email

Are you sure that you want to create an account/subscriber with following email:
BMW.Customer@bmw.com

Cancel Accept

- Enter the primary subscriber's email address in the field above.

Click "Search" to continue.

- If the email entered matches an existing BMW ID, you will be offered a match which can simply be selected, . It is not required to enter additional information, however it is possible to modify the existing information.
- If there is no match, you will be given the option to create a new subscriber. Click on the "New Subscriber" button to input the following information.

- If creating a new subscriber, enter the primary subscriber information in the provided field. Then, confirm the email address.

This step is essential since the customer will need to receive the email with a link to accept the ConnectedDrive terms.

Please double check that the customer's email is correct during the collection process.

MAP A VEHICLE: ESA APPLICATION

Edit Emergency Contacts for Primary Subscriber

Emergency Contact 1 (Optional) Reset	Emergency Contact 2 (Optional) Reset
Title * Dr.	Title * Mrs.
First Name * Bmw	First Name * BMW
Middle Initial	Middle Initial
Last Name * Guest	Last Name * Vehicle
Relationship * Father	Relationship * Friend
Home Phone * (800) 831-1117	Home Phone * (800) 831-1117
Business Phone	Business Phone
Mobile Phone	Mobile Phone

Back Close Next



Initiate mapping process for Primary Subscriber

Press submit to send the confirmation email to the new subscriber and initiate the mapping process. Select "back" to update the subscriber information or select a different subscriber.

Confirm initiation of the mapping process for:

Name:	Mr. BMW Customer
Email:	BMW.Customer@bmw.com
VIN:	3MW
Vehicle Info:	2021 330I ALPINE WHITE 3

Process steps:

1. Select the submit button to send the consent request email
2. The new subscriber must accept the consent Terms within 30 day for all eligible services to be activated.
3. The vehicle is mapped to the subscriber once the consent Terms have been accepted
4. The consent request will be sent to the email displayed on this screen

Back Close Submit

- Emergency contacts is an optional step. It's recommended to fill out thoroughly.

- Once this step is complete, select "Next" and confirm that the information is correct on the **"Initiate mapping process for Primary Subscriber"** page.
- Select "Submit".

MAP A VEHICLE: ESA APPLICATION

BMW GROUP THE NEXT 100 YEARS

ESA - Electronic Subscriber Agreement

Change VIN

Vehicle

VIN: 3MW5R
Vehicle Info: 2021 330I ALPINE WHITE 3
In-Service Date: July 7, 2022
Telematics Capable: true
TCU Status: active

Active Vehicle
Primary subscriber pending for customer consent

Primary Subscriber

Name:	Mr. BMW Customer	Pending subscription
Email:	BMW.Customer@bmw.com	Started: August 5, 2022
Street:	300 Chestnut Ridge Rd Woodcliff Lake, NJ 07677-7731	Expire: August 7, 2022 Status: pending for customer consent

Cancel subscription process




Status displayed in ESA Application indicates there is now a pending customer consent.

Only cancel the subscription process if there were errors in the information entered.


At this point, the dealer has officially completed the steps to collect customer information.

Now, the customer will receive an email with a link **to accept the ConnectedDrive terms and finalize the mapping of the vehicle to the BMW ID**. Additionally, the customer will receive a different email to activate their BMW ID, if a new BMW ID is being created.


MAP A VEHICLE: ESA APPLICATION

BMW GROUP THE NEXT 100 YEARS   

ESA - Electronic Subscriber Agreement [Change VIN](#)

Vehicle 

VIN:	3MW5R7
Vehicle Info:	2021 330i ALPINE WHITE 3
In-Service Date:	not available
Telematics Capable:	true
TCU Status:	ACTIVE



Active Vehicle
Services available for purchase

Primary Subscriber + New Subscriber × Remove Subscriber ⊞ Waive Vehicle

Name:	Miss Bmw Customer	View customer details
Email:	BMWCustomer@gmail.com	
Street:	300 Chestnut Ridge Rd Woodcliff Lake, NJ 07677-7731	Edit customer details

Secondary Subscribers (opt) + Add secondary subscriber

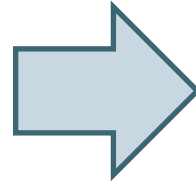
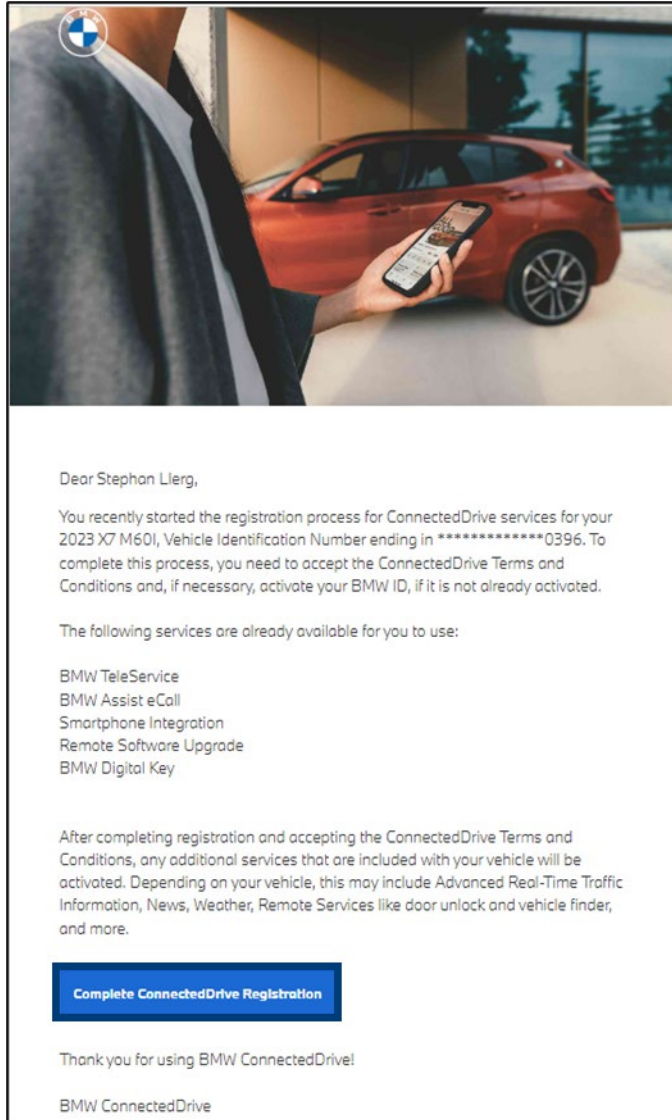
Existing Services 11 subscriptions

Services available for purchase 2 available offers

The ESA application will show the vehicle as mapped once the customer has completed the prompts in the email to agree to the terms. This will be denoted by a green status bar and "Active Vehicle" status.

Once the vehicle is mapped, the dealer can assist the customer in starting the purchase process for any available services. For more information refer to **Purchasing a service.**

MAP A VEHICLE: ESA APPLICATION - SET THE PASSWORD FOR THE BMW ID

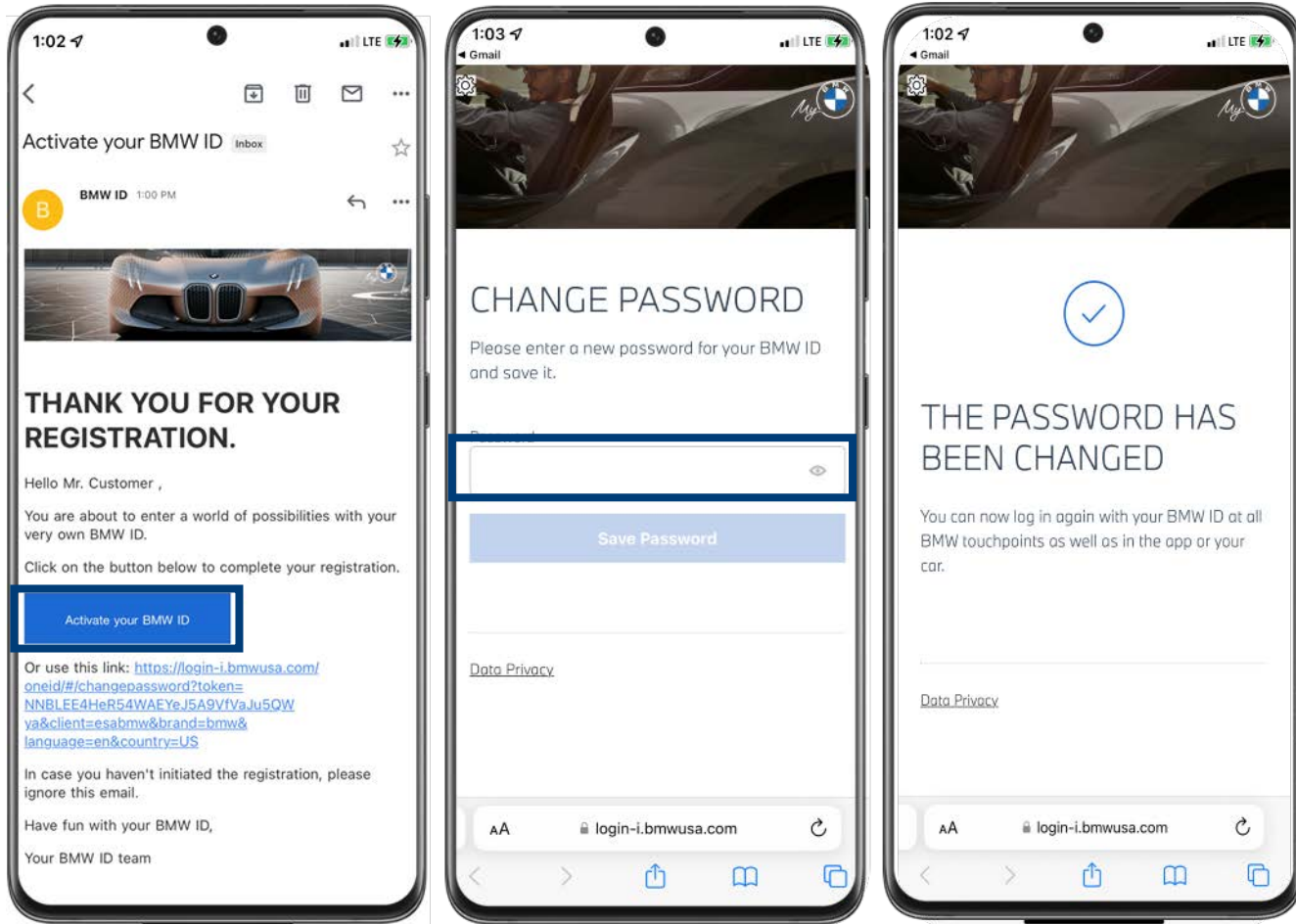


The customer will receive an email to complete the ConnectedDrive registration. To complete registration, the customer will need to log into My Garage with their BMW ID that was used in the ESA Application process at the dealer.

After clicking on “Complete ConnectedDrive Registration” in the email, the customer will be brought My Garage. Once logged in to My Garage, they can accept the ConnectedDrive Terms, which will then result in their vehicle being mapped.

MAP A VEHICLE: ESA APPLICATION

*PASSWORD FOR THE BMW ID



*This step is only applicable if the dealer entered an email address for the customer that was not previously associated to a BMW ID.

The customer will receive an email to activate their BMW ID. They will be required to click on the hyperlink to complete registration and to create a secure password.

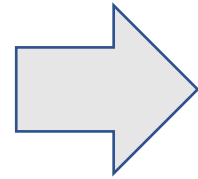
Once finalized, they will be alerted that the BMW ID will work at all touchpoints.

MAP A VEHICLE : ESA PROCESS. PENDING TERMS ACCEPTANCE IN MY GARAGE.

Once logged into My Garage, the customer must agree to the ConnectedDrive Terms, in order to complete mapping of their vehicle.

If the customer does not accept the Terms, they can continue using My Garage but will receive the "Activation" call-to-action for 30 days. If they do not confirm within that time, they will need to restart the whole mapping process over.

The user must click on the "Activate BMW ConnectedDrive" to begin the process of confirming the Terms.



The screenshot displays the 'MY VEHICLES' section of the BMW My Garage interface. It features two vehicle cards: a white 2020 BMW 330i xDrive Sedan and a dark grey 2021 BMW X5 xDrive40i. Below the vehicles, a modal window titled 'Complete BMW ConnectedDrive Activation' is open, containing text about the subscription and a checkbox for terms acceptance, with an 'Activate BMW ConnectedDrive' button.

MY VEHICLES

2020
330i xDrive Sedan
VIN: 3MW5R

> View Vehicle Profile
> Delete Vehicle

2021
X5 xDrive40i
VIN: MBASR

Complete BMW ConnectedDrive Activation

You require a BMW ConnectedDrive subscription on the vehicle. At a final step, you must accept the BMW ConnectedDrive Terms and Conditions to fully activate your Digital Services.

This activation opportunity will expire 30 days from your subscription initiation. After that, you may return to your Action Center to activate BMW ConnectedDrive later.

I have read and accept the **BMW ConnectedDrive Terms and Conditions**

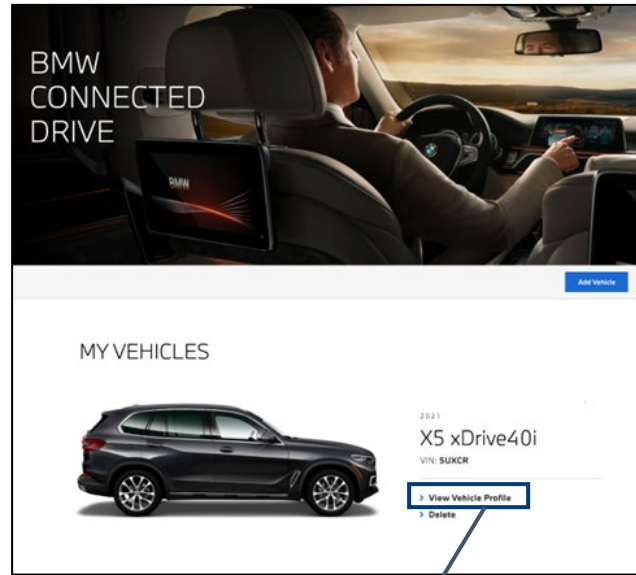
Activate BMW ConnectedDrive

MAP A VEHICLE: ESA PROCESS. VEHICLE MAPPED IN MY GARAGE.

After the customer accepts the Terms, the vehicle will be mapped momentarily. Once mapped, the vehicle will be displayed in My Garage with the option “View vehicle profile” displayed.

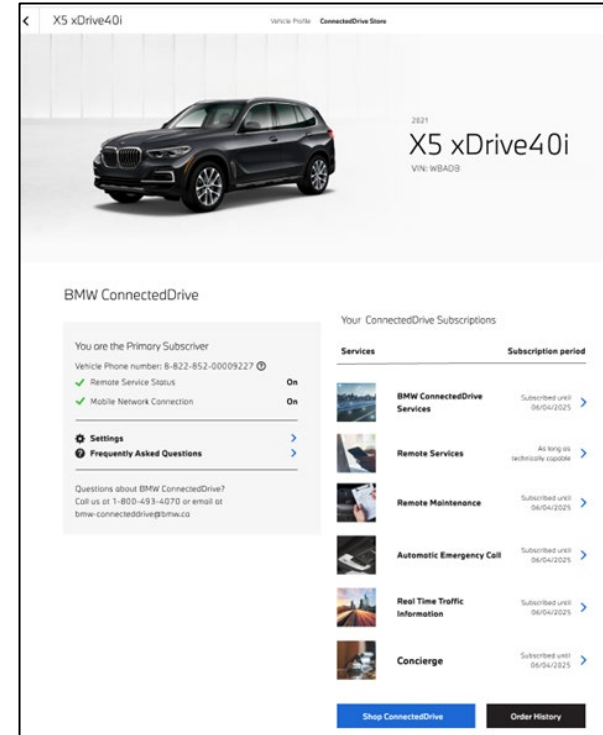
Also, the customer will receive an email after confirming the ConnectedDrive terms on My Garage.

Now, the customer is mapped to My Garage.

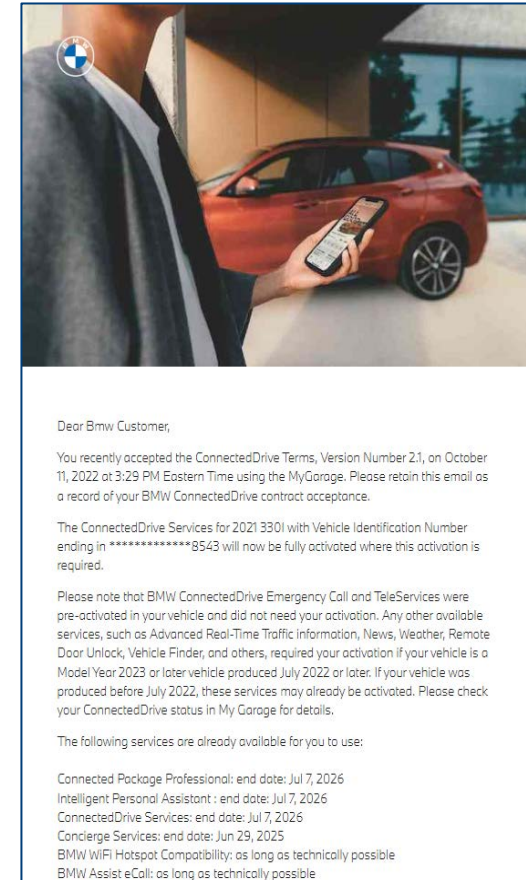


2021
X5 xDrive40i
VIN: 5UXAB123456789012
[View Vehicle Profile](#)
[Delete](#)

Vehicle mapped in My Garage.



Once mapped in My Garage, it is possible to see the active ConnectedDrive Services.



Confirmation email sent to customer, confirming their vehicle is mapped

CUSTOMER EMAIL FLOW.

Customers will receive an initial email (Email 1), informing them to accept the ConnectedDrive Terms. If they do not accept the Terms, they will receive a reminder email (Email 2) at day 15 or an expiration email (day 30) if they do not respond within 30 days. If they do accept the Terms within the 30 day window, they will receive a confirmation email (Email 4).

Email 1 – Consent Request
Customer receives this email to accept ConnectedDrive terms on the first day.

Email 2 – Consent Reminder
Customer receives this email to complete the ESA on day 15 only if they have not previously accepted the terms.

Email 3 – Consent Expiration
If the customer doesn't accept the terms by day 30, the vehicle will not be mapped to the customer. As such, only eCall and TeleService will be available for use by the customer.

Email 4 - Terms Accepted
Customer will receive this email if they accepted the ConnectedDrive terms.



Dear BMW Customer,

You recently started the registration process for ConnectedDrive services for your 2021 X3 30i with Vehicle Identification Number ending in *****18542. To complete this process, you need to accept the ConnectedDrive Terms and, if necessary, activate your BMW ID. If it is not already activated.

The following services are already available for you to use:

Connected Package Professional and date: Jul 7, 2025
Automatic Map Update and date: Jul 7, 2025
Intelligent Parking Assistance and date: Jul 7, 2025
ConnectedDrive Services and date: Jul 7, 2025
Concierge Services and date: Jun 29, 2025
BMW Wi-Fi Hotspot Compatibility
BMW Assist eCall
BMW Digital Key
Remote Software Upgrade
BMW TeleService
Smartphone Integration

After completing registration and accepting the BMW ConnectedDrive Terms, any additional services not yet included with your vehicle that require activation, but are not yet activated, will be activated. Once you have accepted the ConnectedDrive Terms, you will be able to view the status of your activated services in My Garage.

Please note that BMW ConnectedDrive Emergency Call and TeleServices will be pre-activated in your vehicle and will not need your activation. Any other available services, such as Advanced Real-Time Traffic Information, News, Weather, Remote Door Unlock, Vehicle Finders and others, will require your activation. If your vehicle is a Model Year 2022 or later vehicle produced July 2022 or later. If your vehicle was produced before July 2022, these services may already be activated.

If you already have an active BMW ID, you may also complete any required registration by logging into My Garage to accept the Terms.

[Complete ConnectedDrive Registration](#)

Thank you for using BMW ConnectedDrive!

Sincerely,
BMW ConnectedDrive



Dear Stefan Grell,

You recently started the registration process for ConnectedDrive services for your 2021 X3 30i. Vehicle Identification Number ending in *****7730. To complete this process, you need to accept the ConnectedDrive Terms and Conditions and, if necessary, activate your BMW ID, if it is not already activated.

The following services are already available for you to use:

After completing registration and accepting the ConnectedDrive Terms and Conditions, any additional services that are included with your vehicle will be activated. Depending on your vehicle, this may include Advanced Real-Time Traffic Information, News, Weather, Remote Services like door unlock and vehicle finder, and more.

[Complete ConnectedDrive Registration](#)

Thank you for using BMW ConnectedDrive!

BMW ConnectedDrive
www.bmwusa.com/mybmwconnecteddrive

Special note: If your vehicle is equipped with a Signal Booster for Wireless Charging, specific instructions on how to register your Signal Booster are available by visiting www.bmwusa.com/MyBMWConnectedDrive and navigating to your ConnectedDrive settings in My Garage. For registering your Signal Booster, please use the following information:

Unique Booster Serial Number:



Dear BMW Customer,

Your agreement originally started on October 11, 2022 1:53 PM has been canceled. This may be due to the agreement canceled by your BMW center, agreement canceled by BMW Assist, another user has started to create a new agreement, etc.

If you would like to start the registration process again for ConnectedDrive Services or if you would like to waive the services completely, you may do so in the following ways:

1. Visit the ConnectedDrive portal, register for a new BMW ID, if you do not already have a BMW ID, and add a vehicle to your account;
2. Call BMW Assist, toll-free, at 888-333-6118 to speak to an agent about registering for ConnectedDrive; or
3. Visit your local dealer to inquire about creating a ConnectedDrive contract.

Thank you for using BMW ConnectedDrive!

BMW ConnectedDrive
www.bmwusa.com/mybmwconnecteddrive

Sincerely,
BMW ConnectedDrive

OR



Dear Frank Furter,

You recently accepted the ConnectedDrive Terms, Version Number 21, on October 14, 2022 at 7:59 AM Eastern Time using the MyGarage. Please retain this email as a record of your BMW ConnectedDrive contract acceptance.

The ConnectedDrive Services for 2023 330i with Vehicle Identification Number ending in *****1292 will now be fully activated where this activation is required.

Please note that BMW ConnectedDrive Emergency Call and TeleServices were pre-activated in your vehicle and did not need your activation. Any other available services, such as Advanced Real-Time Traffic Information, News, Weather, Remote Door Unlock, Vehicle Finders and others, required your activation if your vehicle is a Model Year 2023 or later vehicle produced July 2022 or later. If your vehicle was produced before July 2022, these services may already be activated. Please check your ConnectedDrive status in My Garage for details.

The following services are already available for you to use:

BMW Assist eCall: As long as technically capable
Remote Software Upgrades: As long as technically capable
Smartphone Integration: As long as technically capable
BMW TeleService: As long as technically capable

During sign up for ConnectedDrive Services, you had the option to choose to be the primary or secondary subscriber of this vehicle. Both subscriber types are able to access services, but the primary subscriber has additional account

MAP A VEHICLE: MY GARAGE



BMW ID LOGIN

Don't have a BMW ID? Register [here](#).

BMW ID (email address)

Password

 [👁](#)

[Forgot Password?](#)

[Login](#)

[Register now](#)

[Data Privacy](#)

To **log in** to My Garage, an active BMW ID is required. Enter BMW ID and password on the homepage.

To register a new account, the customer must click the “Register now” link below the “Login” button on the home page.

*Users that already have a ConnectedDrive, My BMW, FS, or My BMW App account do not need to register.

MAP A VEHICLE: REGISTER A BMW ID

BMW ID
REGISTRATION

Already have a BMW ID? Login [here](#).

Salutation*

First Name*

Last Name*

Email address*

Password*

I have read and accept the [Terms and Conditions](#)*

This page uses hCaptcha. For more details, please check either Data Privacy or Legal Notice.

*Mandatory Fields

- If the user is registering a BMW ID, they may get a pop-up window that appears after clicking "register now."

BMW ID
REGISTRATION

Already have a BMW ID? Login [here](#).

Salutation*

First Name*

Last Name*

Email address*

Password*

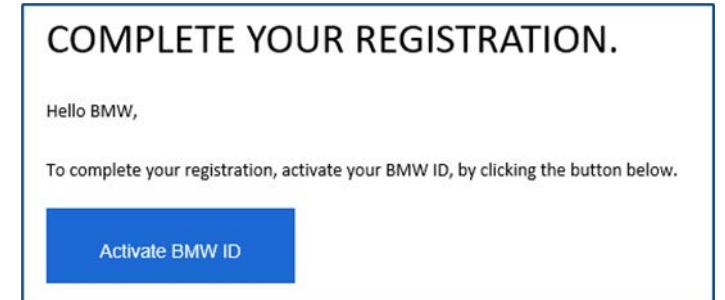
4/4
✓ Length between 8 and 40 characters.
✓ Minimum of one of the following special characters:
-./!,:;&@#*}_{_+~
✓ Minimum of one Letter (a-z; A-Z).
✓ Minimum of one Number (0-9).

I have read and accept the [Terms and Conditions](#)*

- The user may be prompted to fill in the required info for creating a new account. Upon completion, agree to the "Terms & Conditions" and click "Register now".

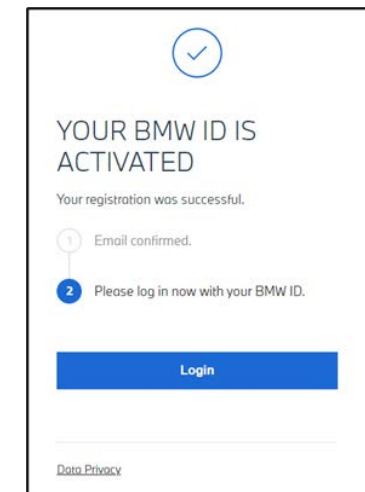
MAP A VEHICLE : REGISTER A BMW ID (CONTINUED)

- After successful registration, the new user will receive a confirmation notice via email with a link to enable their new account.
- The user must confirm their new account by clicking on the link in the email. Only then will they have full access to My Garage.



- Once the user confirms activation, the hyperlink will bring them to the My Garage page confirming that the BMW ID is activated.

They can now log in using their BMW ID.



CREATE AN ESA: MY GARAGE – ADDITIONAL REGISTRATION INFO

We've built a personalized experience for owners and future-owners alike. For complete access, please provide the following information. * Indicates required fields.

Title	First Name	Middle
<input type="text" value=""/>	<input type="text" value="BMW"/>	<input type="text" value=""/>

Last Name	Suffix
<input type="text" value="Customer"/>	<input type="text" value=""/>

Address Line 1*

Address Line 2

City*	State*
<input type="text" value="Woodcliff Lake"/>	<input type="text" value="NJ"/>

ZIP Code*

Mobile Phone Number*

Is this a mobile phone? Yes No

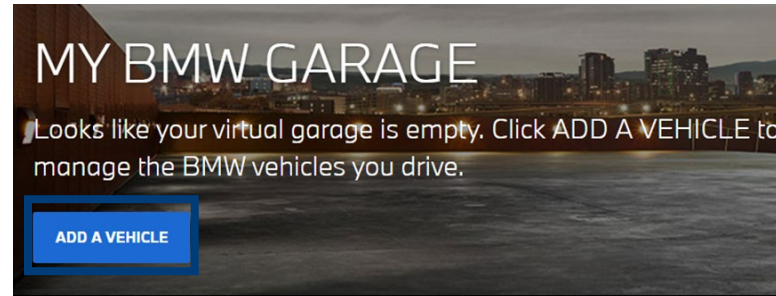
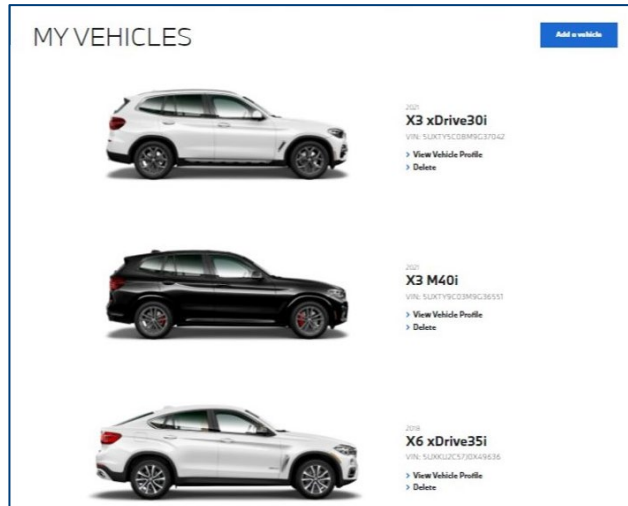
- Once the user signs in with their BMW ID, they may be requested to fill out a data form.
- Users that already have an ESA created for their vehicle, i.e., are already "mapped", previously used the application or My BMW App, etc., may not need to fill out this data form.

CREATE AN ESA: MY GARAGE

- If the user already has a vehicle mapped to their BMW ID, the user's vehicle will automatically show up in My Garage.

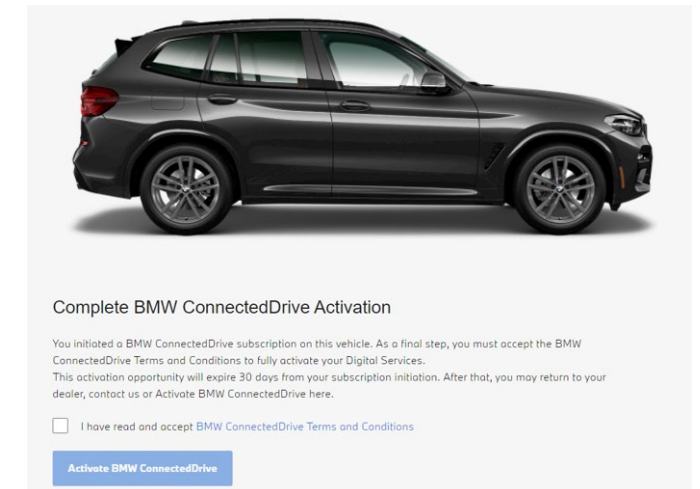
- If the user is adding a vehicle for the first time, they should select "Add vehicle" (as shown on the right).

- If the customer has not accepted the ConnectedDrive Terms before attempting to access My Garage, they are required to "Activate BMW ConnectedDrive" and accept the Terms. A message will appear below the vehicle image in My Garage.



Then, the user should input the VIN for the vehicle they would like to add.

Select "NEXT" to continue.



Please see "[Map a Vehicle: My Garage. Pending ESA vehicle profile](#)" earlier in this guide for more on what happens after the customer accepts the ConnectedDrive Terms.


CREATE AN ESA: ADD A VEHICLE

Step 1: Add A Vehicle

Click on the "NEXT" button to confirm that this is the correct vehicle. If not sure this is accurate, simply click on the blue hyperlink titled "Not sure this is your vehicle" to confirm the details further. If this is not the user's vehicle, click the backlink to reenter VIN.

MY BMW

X6 xDrive35i
2018




[Not sure this is your vehicle?](#)

NEXT

Step 2: Add A Vehicle

Confirm whether the user is the legal owner or lessee of this vehicle by clicking "NO" or "YES".

X6 xDrive35i
2018



[Not sure this is your vehicle?](#)

CONFIRM OWNERSHIP

Are you the legal owner or lessee? ⓘ

Step 3: Add A Vehicle

Next, enter the purchase date for this vehicle. The user can find this information on the sales contract. After successfully entering the vehicle purchase date, select how the vehicle was purchased or acquired.

CONFIRM OWNERSHIP

Are you the legal owner or lessee? ⓘ

Please select your vehicle purchase date. ⓘ

Apr ▼ 30 ▼ 2021 ▼

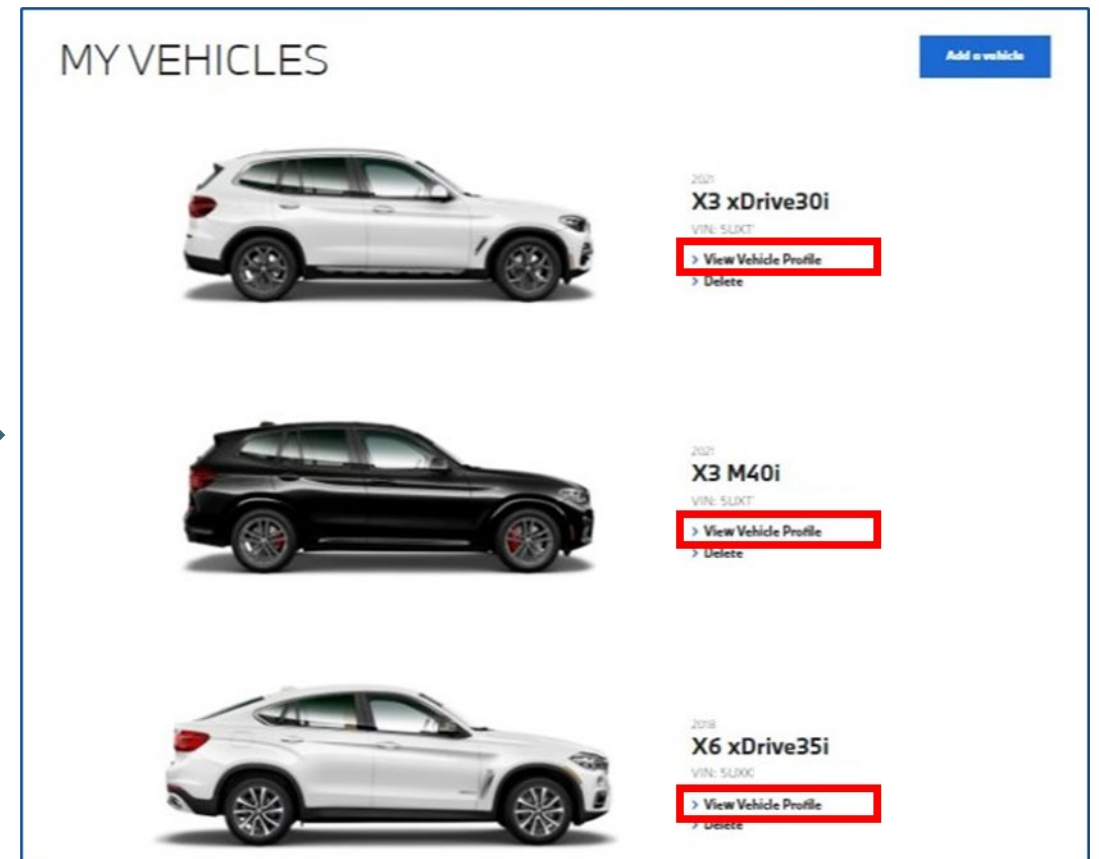
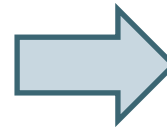
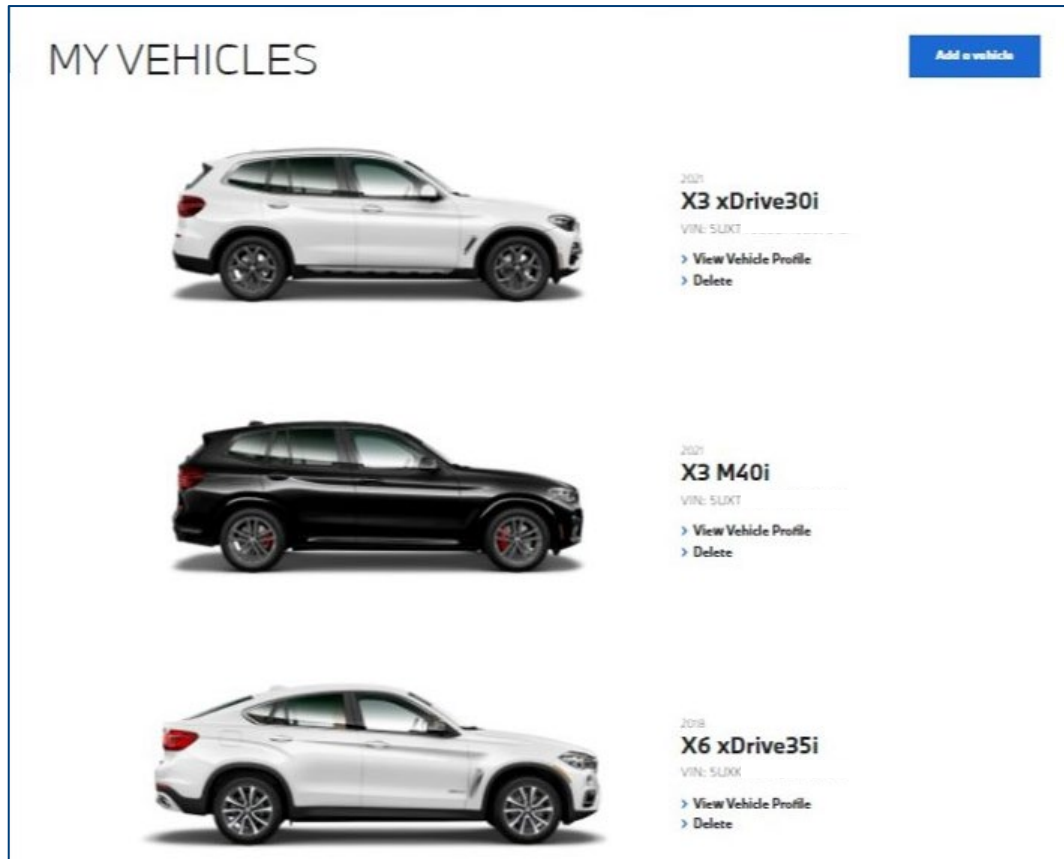
Where was this vehicle purchased or acquired?

New (From An Authorized BMW Dealer) ▼

Please select an option.

ADD VEHICLE

CREATE AN ESA: MY GARAGE

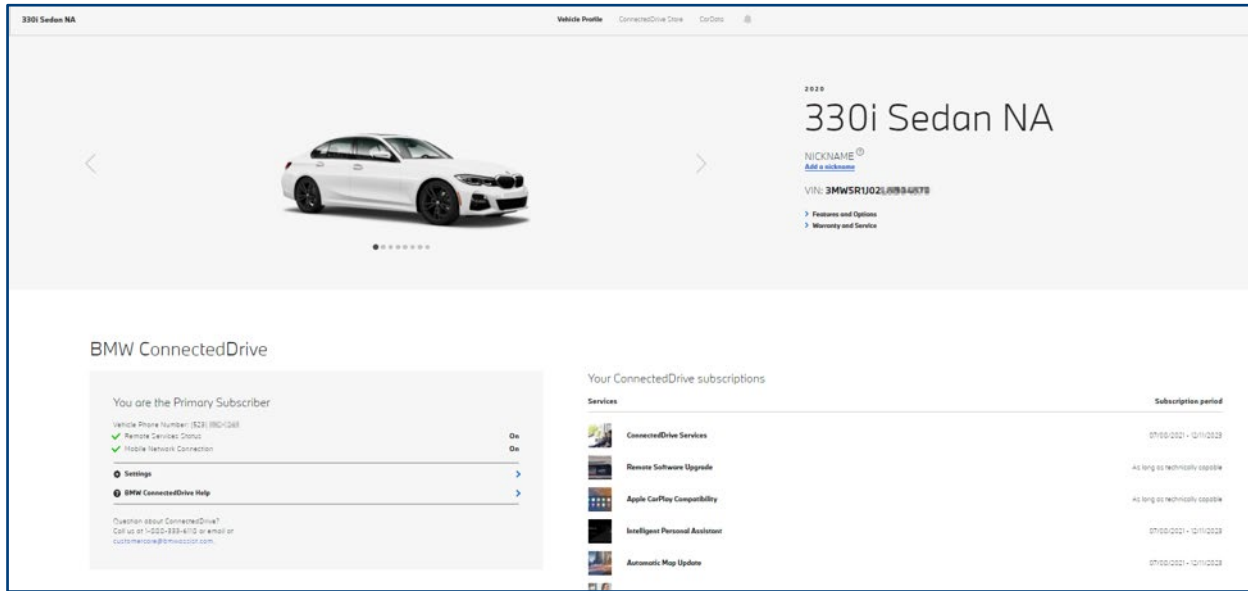


Once the vehicle(s) are added to My Garage, the user can see the full list of their BMWs along with their vehicle profile and other important information.

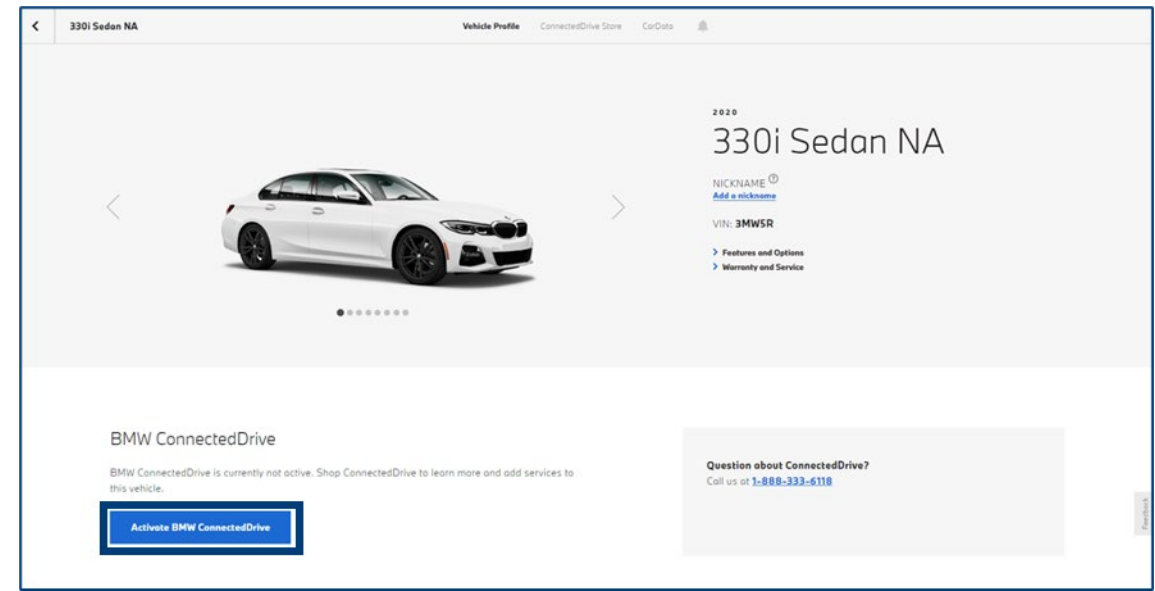
When the user clicks on "View Vehicle Profile" they can access ConnectedDrive, service information, Digital Driver's Guide and collision repair centers.

MY GARAGE: VIEW VEHICLE PROFILE

The "View Vehicle Profile," will bring the user to this page where they can access ConnectedDrive and more. On the right-hand section, the user can give their vehicle a nickname, see its VIN, see features and options, and the warranty information.



If the user is already subscribed to ConnectedDrive, an overview of ConnectedDrive services will be shown.



If the ConnectedDrive services are not activated, the user should click on this box to begin the process.

MY GARAGE: ACTIVATE SUBSCRIBER STATUS

Once the user clicks on the "Activate BMW ConnectedDrive" button. They can add ConnectedDrive services. This page will confirm whether they are the primary or secondary subscriber. Confirm that the user is the primary subscriber. Then click on the "Send Security Code" to have a secure code sent to the BMW iDrive.

Activate BMW ConnectedDrive

Select your subscriber type to take advantage of the functions offered by BMW ConnectedDrive in your vehicle, online, and on your smartphone.

Primary Subscriber
Primary user of vehicle, has full access to make account changes.

Secondary Subscriber
Secondary user of vehicle, has limited access to make account changes.

[Send Security Code](#) [Cancel](#)



Confirm Security Code

A code has been sent to your vehicle. You will find it in the ConnectedDrive menu under "Messages". The security code is valid for three hours.

Enter the security code from your vehicle

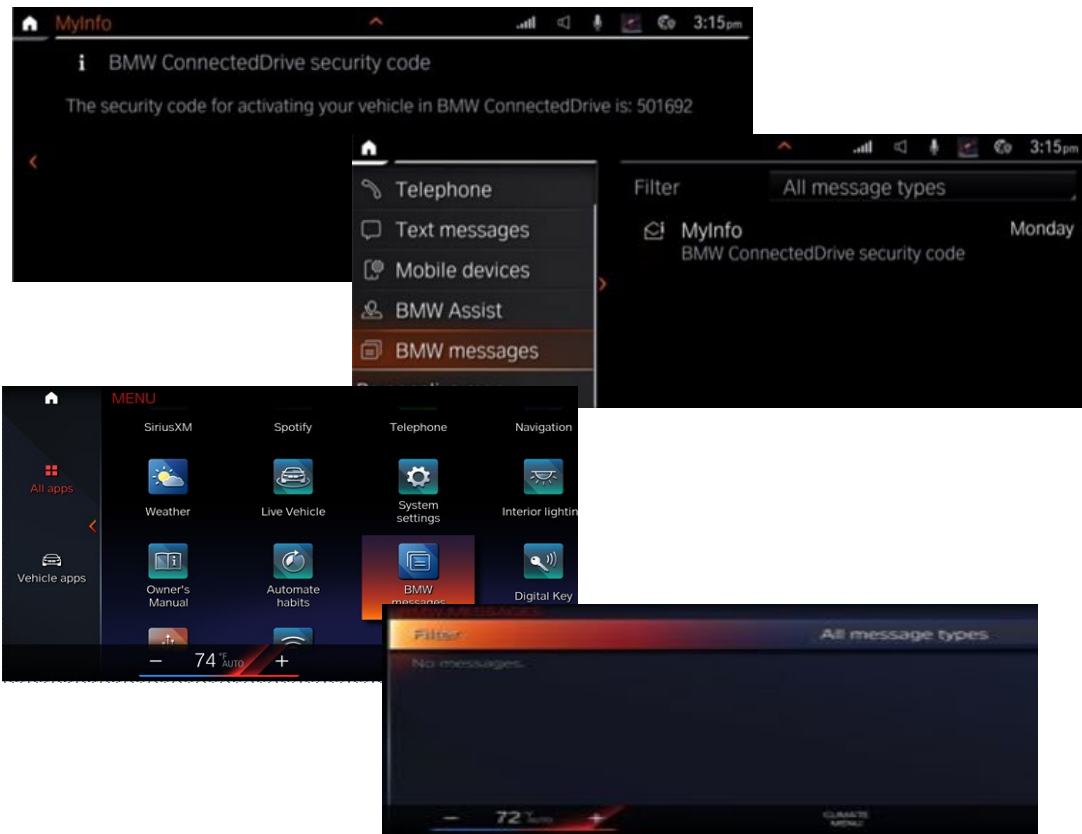
Enter a valid code or request a new code.

***** |

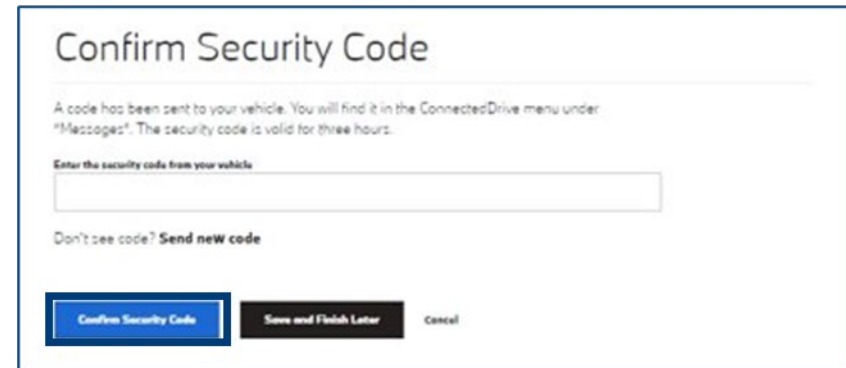
Don't see code? [Send new code](#)

[Confirm Security Code](#) [Save and Finish Later](#) [Cancel](#)

MY GARAGE: SECURITY CODE IN IDRIVE IDRIVE 7 AND IDRIVE 8



The user will receive a security code in their car. To retrieve,
ID7: "COM" > "BMW Messages" > "MyInfo"
ID8: "MENU" > "All apps" > "BMW Messages"



Enter the secure 6-digit code into the "Confirm Security Code" screen and then select "Confirm security code." It may take up to two minutes to successfully map the vehicle.

MY GARAGE: MAPPING COMPLETE


Once the security code is successfully entered, the vehicle will momentarily finish mapping to the BMW ID. Once mapped, an overview of the ConnectedDrive subscriptions will be displayed.

The screenshot displays the BMW My Garage interface for a 2020 330i Sedan NA. The top navigation bar includes '330i Sedan NA', 'Vehicle Profile', 'ConnectedDrive Store', and 'Car Data'. The main content area features a white car image, a '2020 330i Sedan NA' title, a 'NICKNAME' field with an 'Add a nickname' link, and a VIN: 3MWSR1J02L0004678. Below this, there are links for 'Features and Options' and 'Warranty and Service'. The 'BMW ConnectedDrive' section is divided into two parts: 'You are the Primary Subscriber' and 'Your ConnectedDrive subscriptions'. The 'You are the Primary Subscriber' section shows 'Vehicle Phone Number: (824) 880-1388', 'Remote Services Status: On', and 'Mobile Network Connection: On'. The 'Your ConnectedDrive subscriptions' section is a table with the following data:

Services	Subscription period
ConnectedDrive Services	07/00/2021 - 12/31/2028
Remote Software Upgrade	As long as technically possible
Apple CarPlay Compatibility	As long as technically possible
Intelligent Personal Assistant	07/00/2021 - 12/31/2028
Automatic Map Update	07/00/2021 - 12/31/2028

CREATE AN ESA: MY GARAGE

MY VEHICLES [Add a vehicle](#)



2019
X1 xDrive28i
VIN: WBXHT3C55K5N19962

[View Vehicle Profile](#)
[Delete](#)

To remove a vehicle, from the homepage, select 'Delete' from the 'My vehicles' menu.

ARE YOU SURE? ×

BMW records indicate there is a ConnectedDrive subscription associated with this vehicle.

If you are no longer associated with this vehicle, you'll need to terminate your BMW ConnectedDrive subscription. Click "Disconnect BMW ConnectedDrive" and follow the instructions.

[DISCONNECT BMW CONNECTED DRIVE](#) [CANCEL](#)

Next, ensure that the correct vehicle is selected and click the 'Disconnect BMW Connected Drive' button.

Then confirm the deletion process. As shown to the right, once a vehicle is removed, the subscribed services will remain active with the exception of a digital key (for security reasons).

In order to completely terminate services, the customer must contact ConnectedDrive Customer Support.

MAP A VEHICLE: MY BMW APP

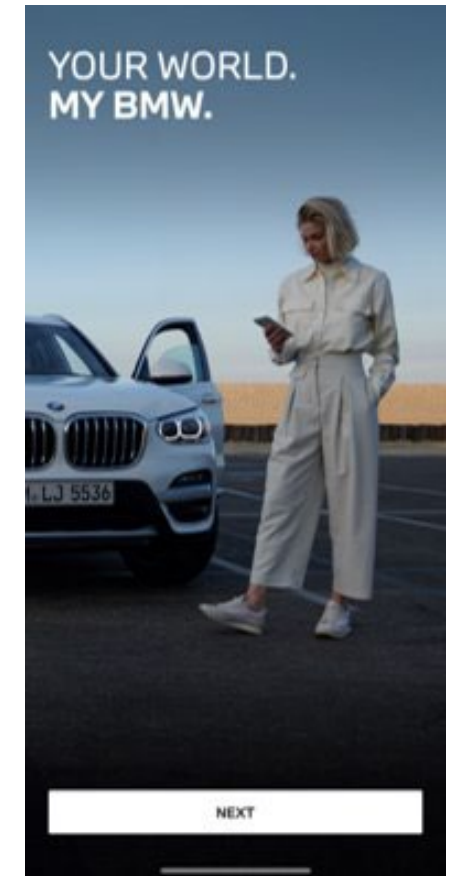
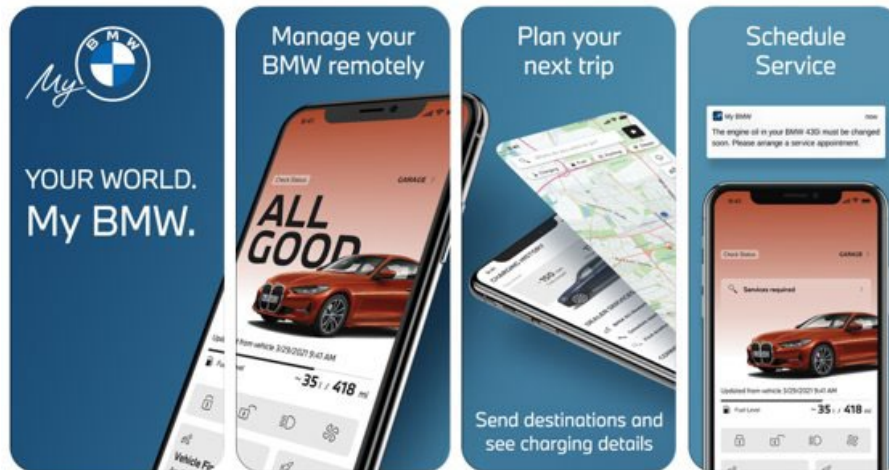


My BMW App for smartphones.



MAP A VEHICLE: MY BMW APP

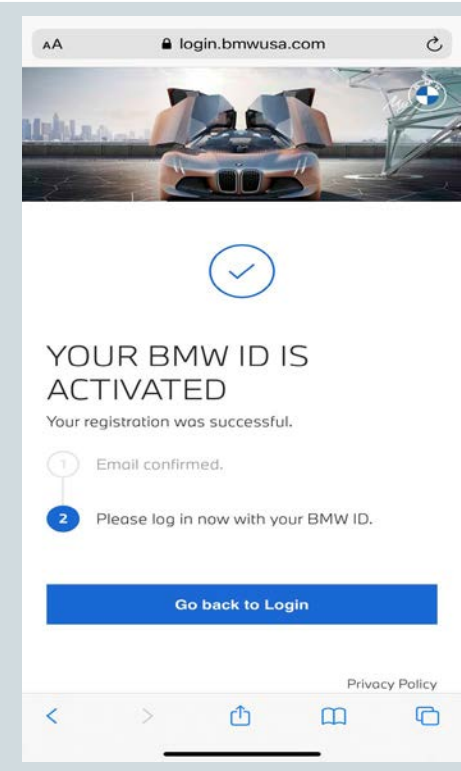
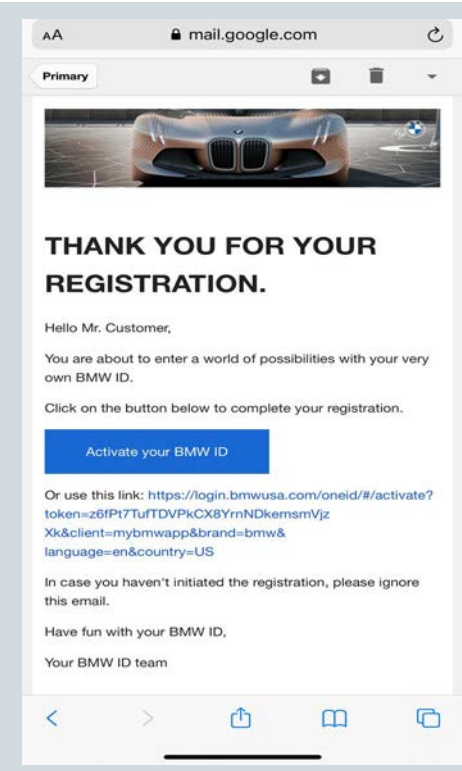
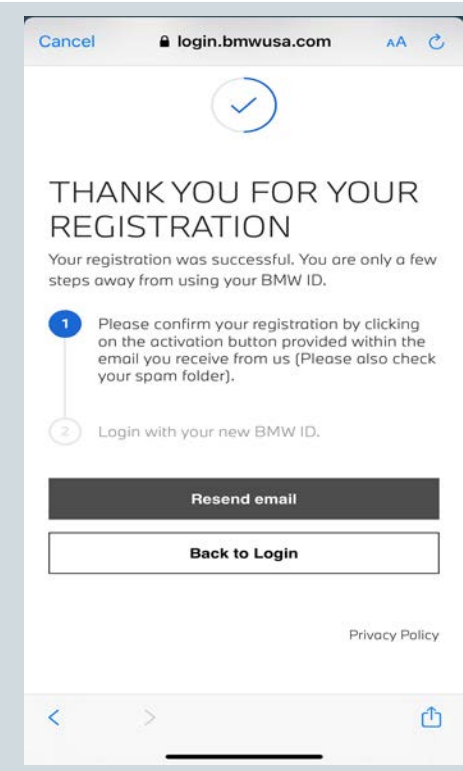
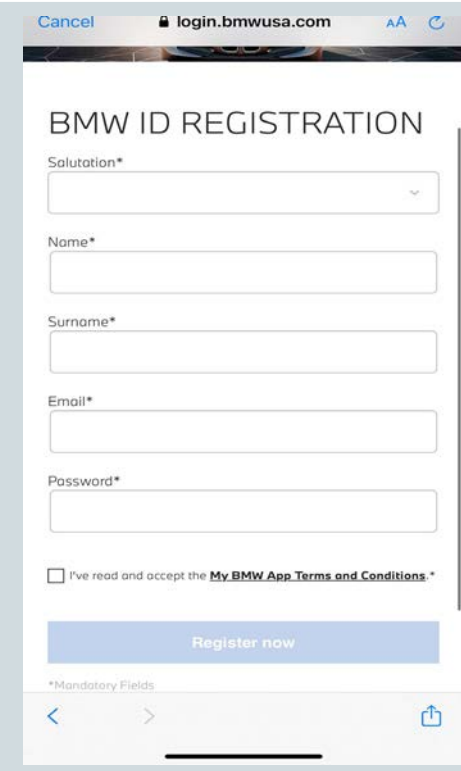
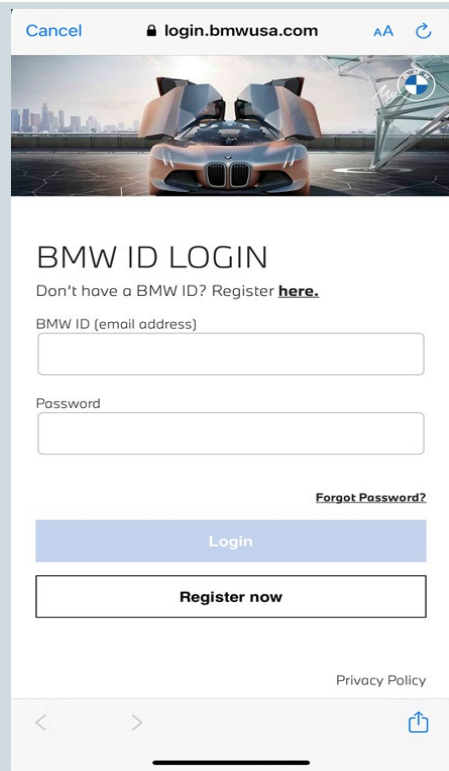
- If a user already has an existing account (i.e., a BMW ID), there is no need to register. In that case, a new vehicle can be added after logging in to the My BMW App. See [Add Vehicle Using My BMW App](#) later in this guide.
- For new users: An account must be created. The user can download the app beforehand and set up the ESA through the email link they will receive from the dealership.
- To register a new BMW ID, click on 'Next' at the bottom of the app welcome screen to get started and select 'Register now'.



MAP A VEHICLE: MY BMW APP

REGISTERING: From the main login screen of the My BMW App, select the "REGISTER NOW" link on the bottom and follow the prompts. Please note when completing the registration process the user will receive an email with a link. They must click on "Activate your BMW ID" to confirm registration.

Step 1: Step 2: Step 3: Step 4: Step 5:



Tap on "Register Now"

Enter the email address and a password for the new account

A notification informs the user to check their email in order to confirm the account's email address

The user must check email and click "Activate your BMW ID"

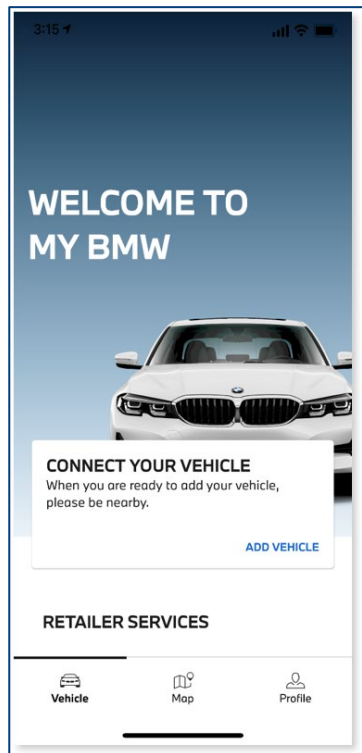
Once the email address is confirmed, the user is taken to a confirmation page confirming that the BMW ID is activated

MAP A VEHICLE: MY BMW APP

ADDING A VEHICLE:

Click on "Add Vehicle" in the "CONNECT YOUR VEHICLE" box on the app. Enter the 17-digit VIN, tap "Yes" if the user is the Primary Subscriber of the ConnectedDrive Services and confirm with "CONTINUE".

Note: The vehicle identification number (VIN) can be found in the vehicle registration documents and on the driver's door frame or on the driver's side windshield.



Additional information required

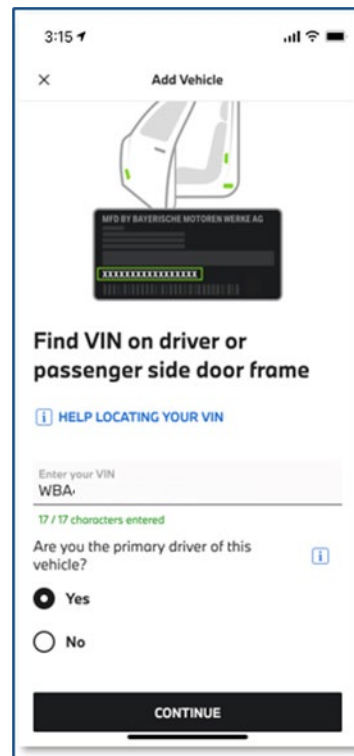
Please complete your profile to continue adding this vehicle to your account.

Street and house number

City

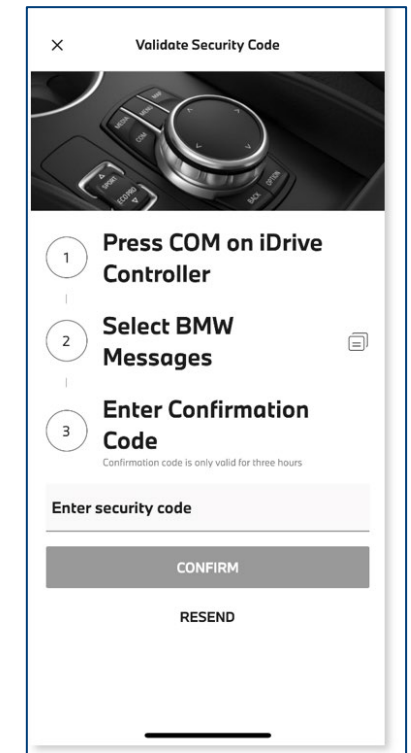


Select "ADD VEHICLE" in the vehicle tab. If necessary, enter any additional info. required



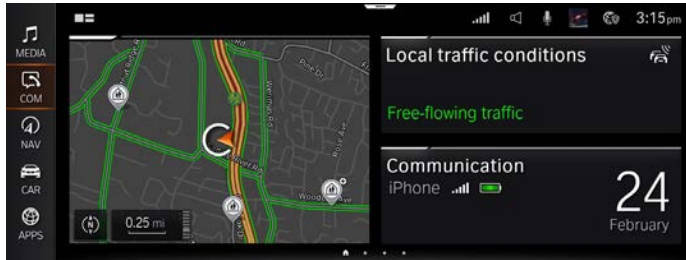
For security reasons, user needs to enter a Security Code in the next step.

The Security Code will be sent to vehicle and will only be valid for 3 hours.



MAP A VEHICLE: MY BMW APP – RETRIEVE SECURITY CODE (ID7)

ADDING A VEHICLE CONTINUED for iDrive 7



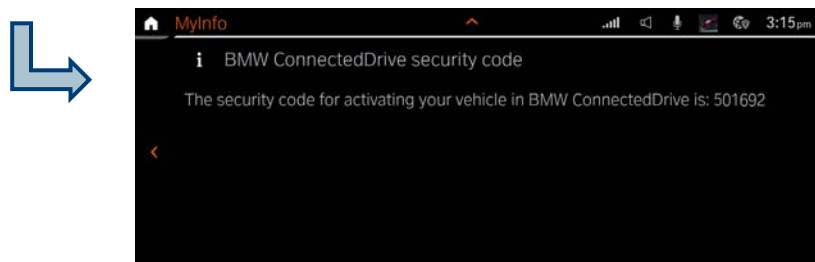
Select "COM" in the iDrive menu of the BMW.



Select "BMW messages".



Select the "MyInfo" message containing the Security Code.



View the Security Code.

MAP A VEHICLE: MY BMW APP - RETRIEVE SECURITY CODE (ID8)

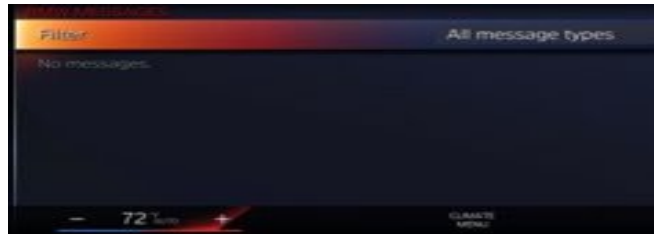
ADDING A VEHICLE CONTINUED for iDrive 8



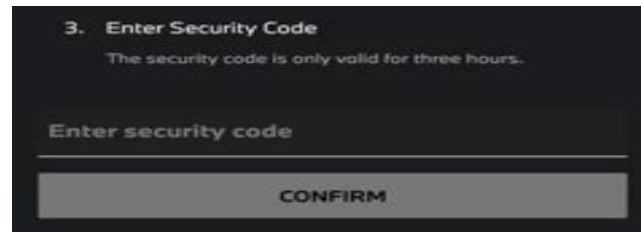
Select the "MENU" option



Select the "BMW messages" app



View the message with the Security Code.

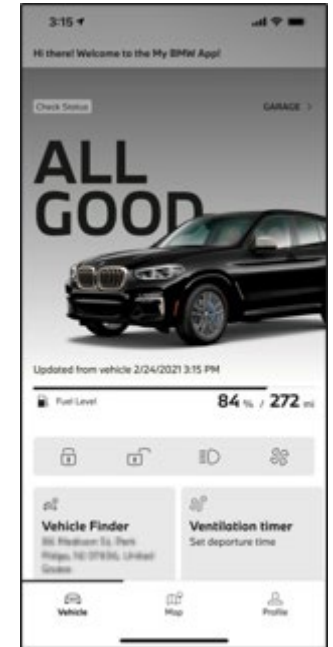
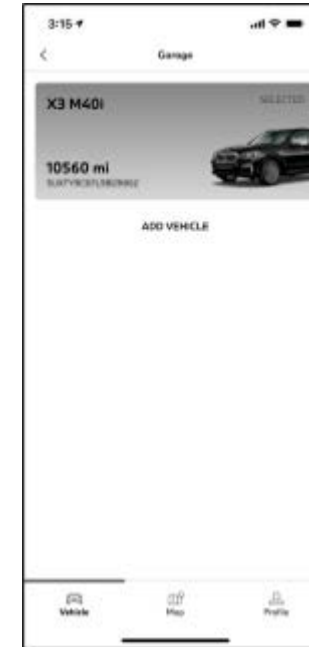
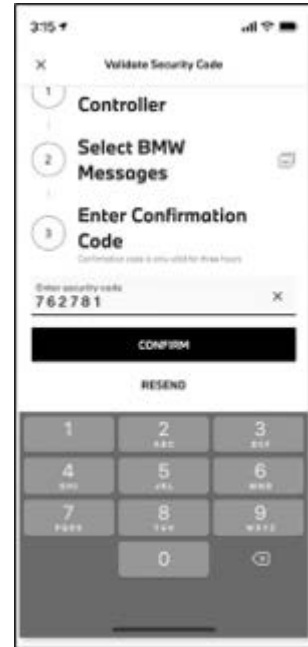


Enter the Security Code into the My BMW .

MAP A VEHICLE: MY BMW APP

ADDING A VEHICLE (CONTINUED)

Open the My BMW App, enter the Security Code and "CONFIRM" your entry. Your BMW should appear in "Garage" shortly. If necessary select "**ENABLE**" Remote Services.



Please note: if remote services are already active this pop up will not appear.

ID8 IN-VEHICLE MAPPING



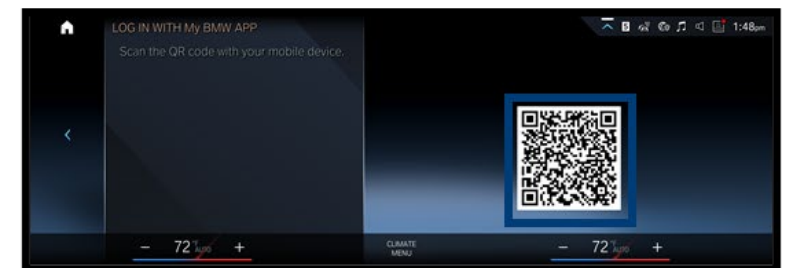
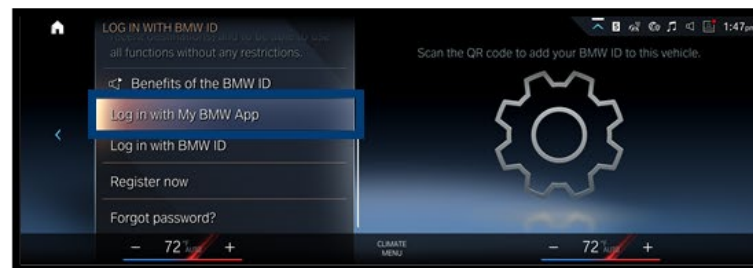
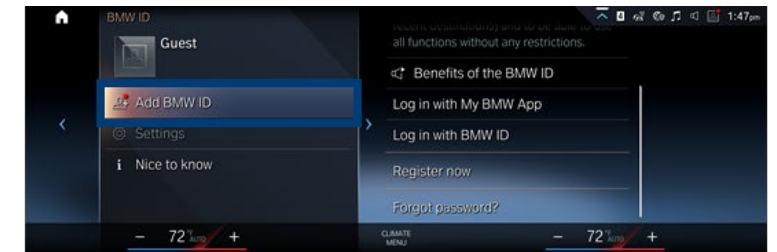
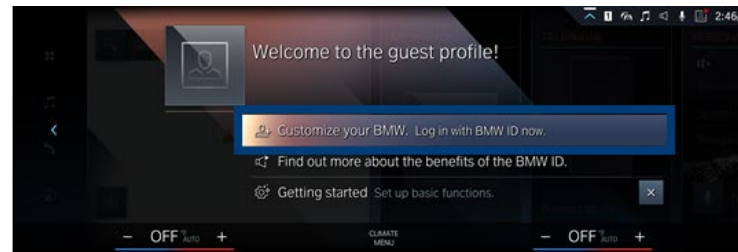
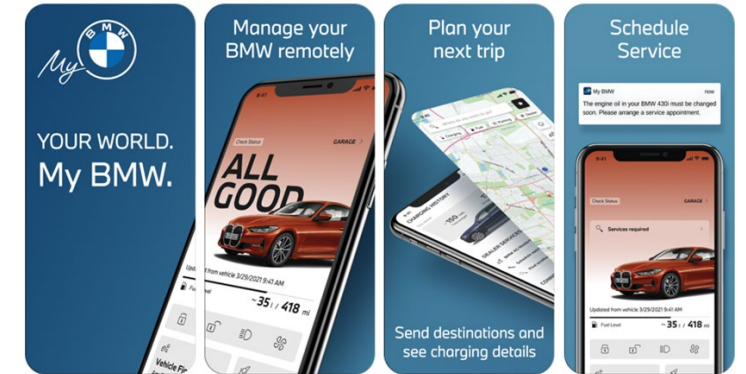
For BMW vehicles equipped with iDrive 8 and with vehicle software 22-07 or newer, it is now possible to initiate mapping (i.e., adding) your vehicle to your BMW ID right from within the vehicle itself.

Please note: A BMW ID can be set up in the My BMW App, My Garage or BMW Financial services.

With this process, the ESA acceptance is built-in to the personalization feature. The user must agree to the terms of use when logging in or registering their BMW ID in the iDrive 8 system.

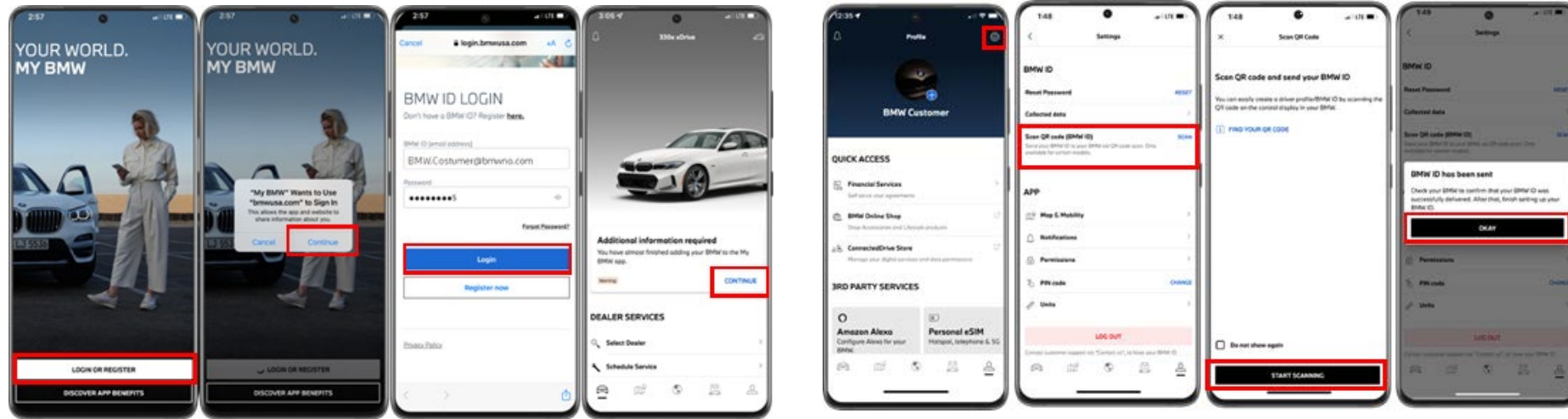
ID8 IN-VEHICLE MAPPING

- Be sure to download the most recent version of the My BMW app on your smartphone and login to your account.
- To begin this process login using the BMW ID/Driver profile menu. The customer can create an account from the vehicle also.
- Then, follow the prompts on the iDrive screen. The customer will be asked to login using their smartphone and iDrive system to successfully merge the systems and the synchronize your vehicle and the BMW Cloud.



LOG IN WITH THE MY BMW APP (CONTINUED)

- If necessary, use your BMW ID to log into the My BMW app, then go to the profile tab and tap the gear icon to access Settings. Once in settings, click on “Scan QR code (BMW ID)” and confirm the “start scanning” option on the following screen. Use your smartphone to scan the generated QR code on your iDrive 8. This may take a moment. The following screen will confirm that the BMW ID has been sent to your vehicle. Now, your BMW will be mapped automatically.

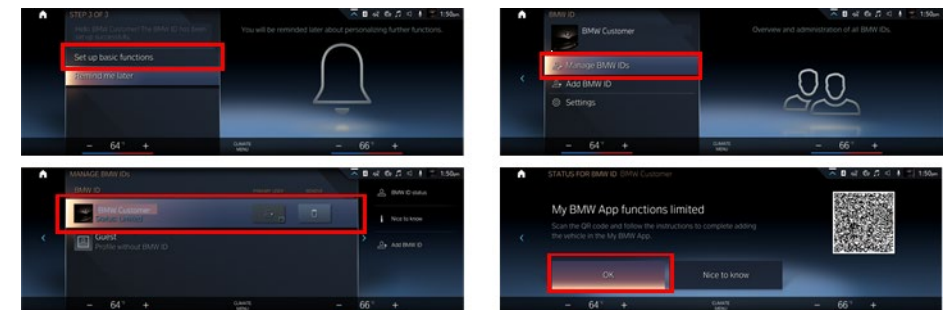
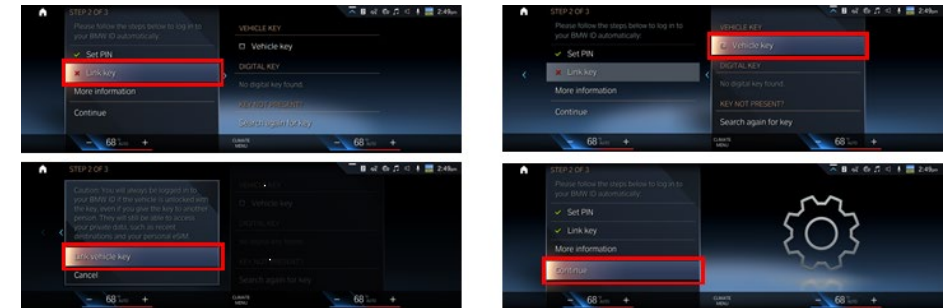


- To continue the personalization update for iDrive 8, click “Continue” to begin the synchronization of your personal settings between your vehicle and the BMW Cloud.



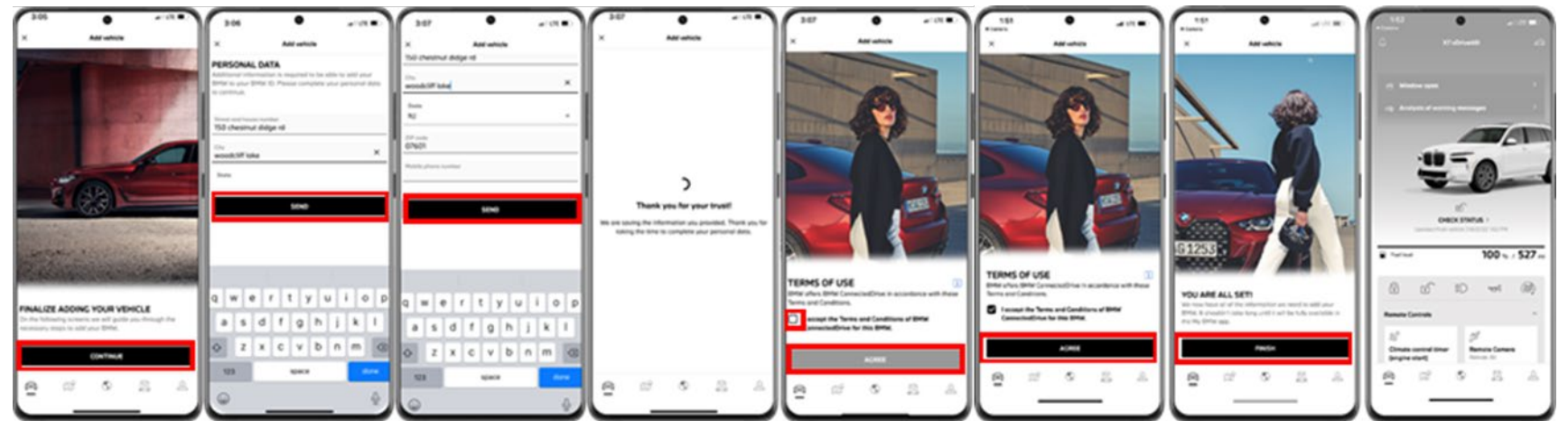
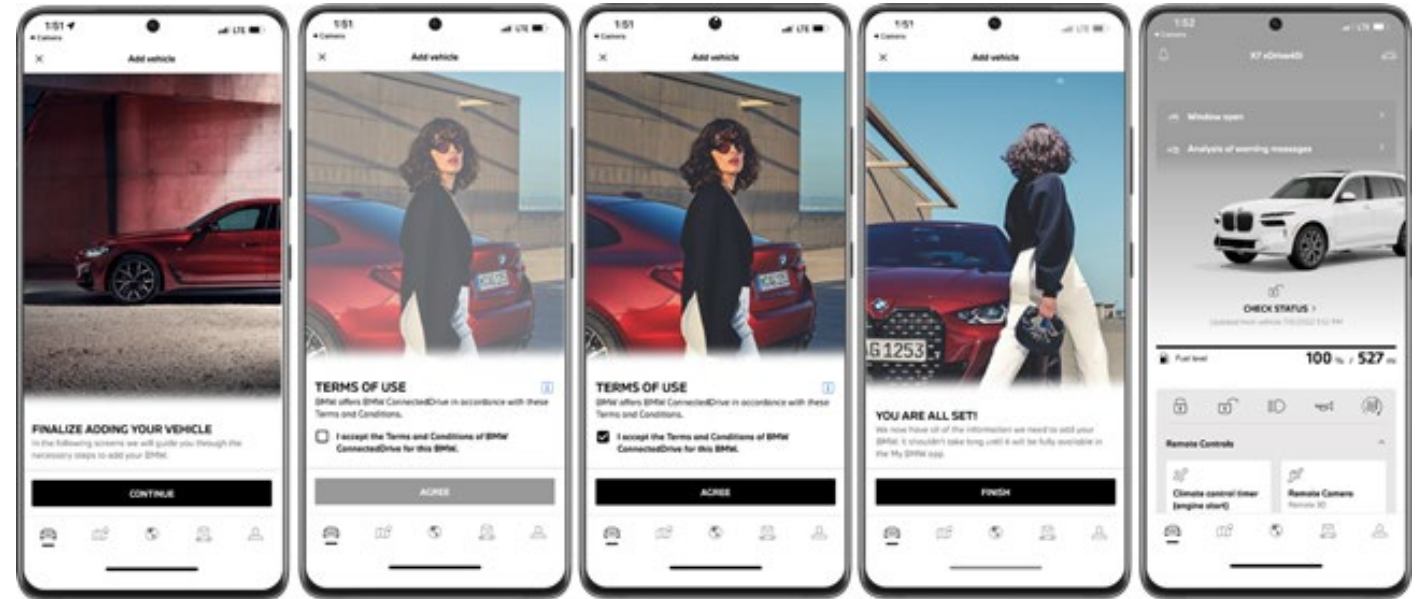
LOG IN WITH THE MY BMW APP (CONTINUED)

- Follow the screens below to set a PIN. You have the option to set a PIN for a more secure account if your linked key is not present. You have the option to set a personal PIN via the dial or the PIN pad. Confirm the code.
- Link key to automatically activate your BMW ID when locking/unlocking your vehicle using the key. If you choose to skip this step, your BMW ID will not automatically be the active user when the vehicle. The PIN provides extra security for switching between BMW ID's.
- To finalize the set up process, go into the BMW ID menu and select "Manage BMW IDs". Click on "BMW ID status" and scan the QR code with your smartphone's camera to finish adding your vehicle.



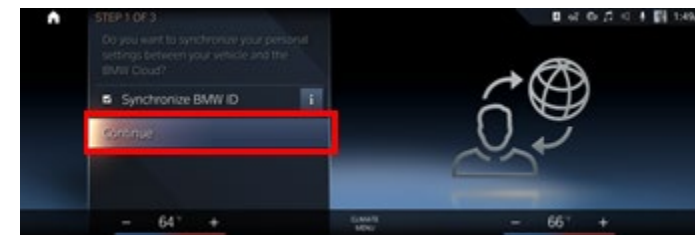
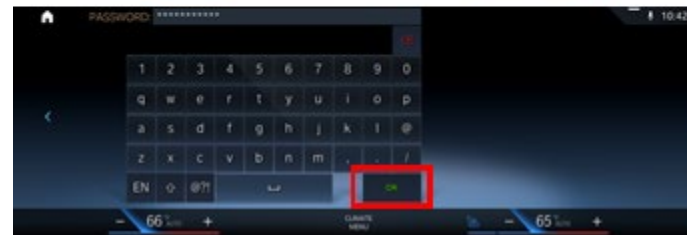
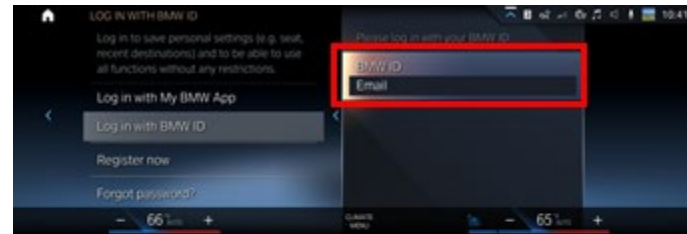
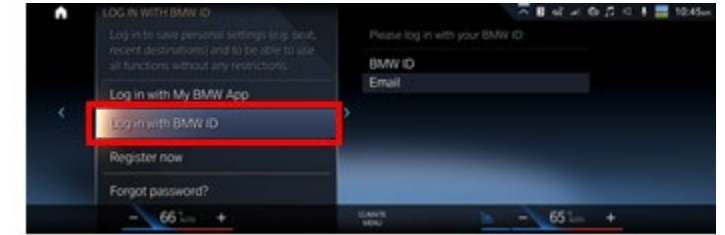
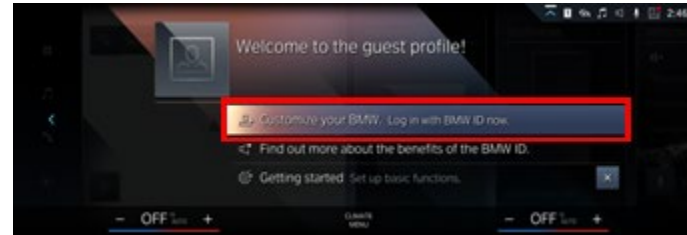
PERSONALIZATION WITH IDRIVE 8

- To finalize adding your vehicle on your smart phone, follow the prompts and agree to the "TERMS OF USE".
- Now, the customer has successfully agreed to the "Terms" of the ESA.



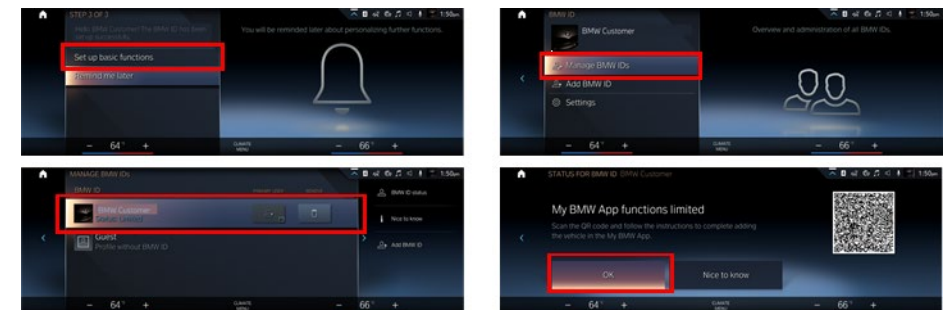
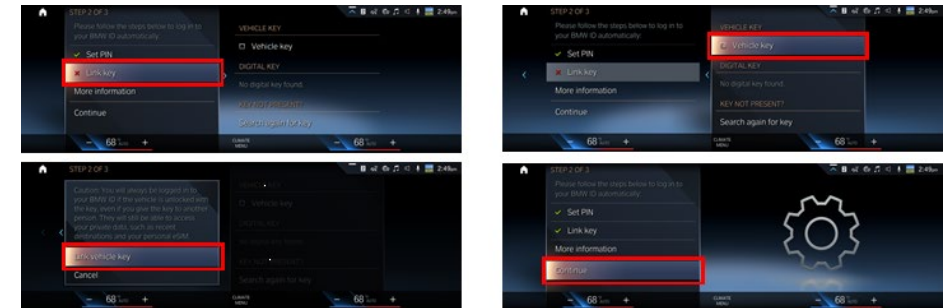
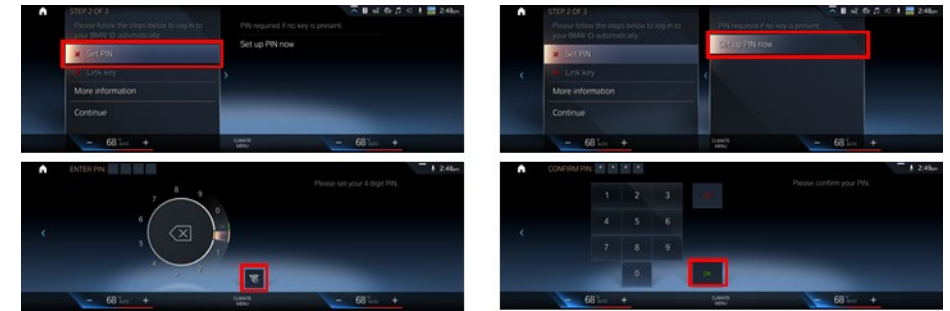
LOG IN WITH BMW ID

- To begin the process of logging in to your vehicle using only your BMW ID, be sure to select the "Log in with BMW ID" option from the iDrive 8 menu.
- On the login menu, confirm the selection of "Log in using BMW ID" then enter your username and password by following the screens below.
- To continue the personalization update for iDrive 8, Click "Continue" to begin the synchronization of your personal settings between your vehicle and the BMW Cloud.



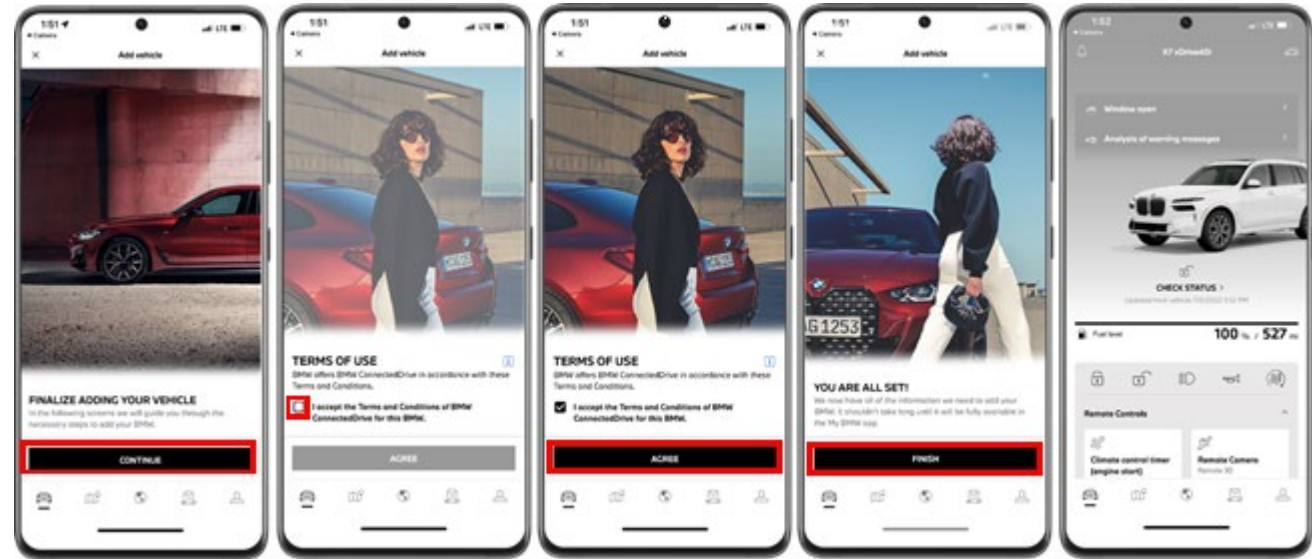
LOG IN WITH BMW ID (CONTINUED)

- Follow the screens below to set a PIN. You have the option to set a PIN for a more secure account if your linked key is not present. You have the option to set a personal PIN via the dial or the PIN pad. Confirm the code.
- Link key to automatically activate your BMW ID when locking/unlocking your vehicle using the key. If you choose to skip this step, your BMW ID will not automatically be the active user when the vehicle. The PIN provides extra security for switching between BMW ID's.
- To finalize the set up process, go into the BMW ID menu and select "Manage BMW IDs". Click on "BMW ID status" and scan the QR code with your smartphone's camera to finish adding your vehicle.

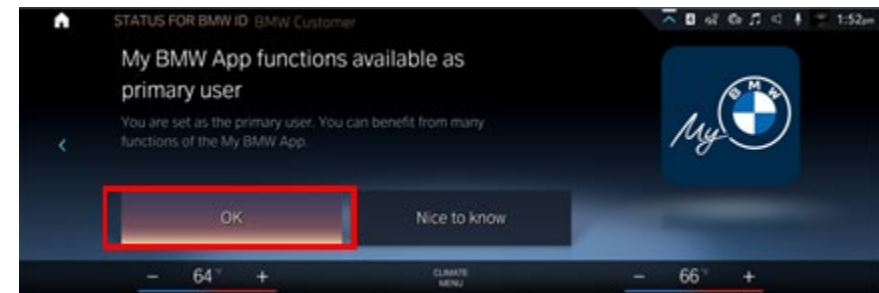


LOG IN WITH BMW ID (CONTINUED)

- Finalize adding your vehicle on your smartphone. Follow the prompt screens and agree to the "TERMS OF USE". Finally the vehicle tab will appear which will indicate that the vehicle and BMW app are synced.

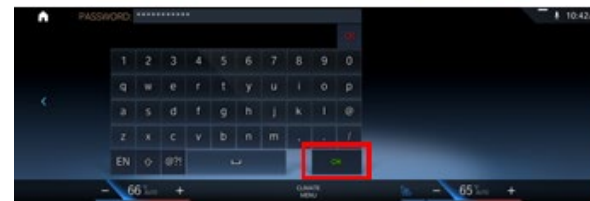
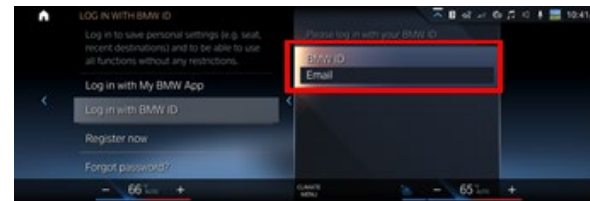
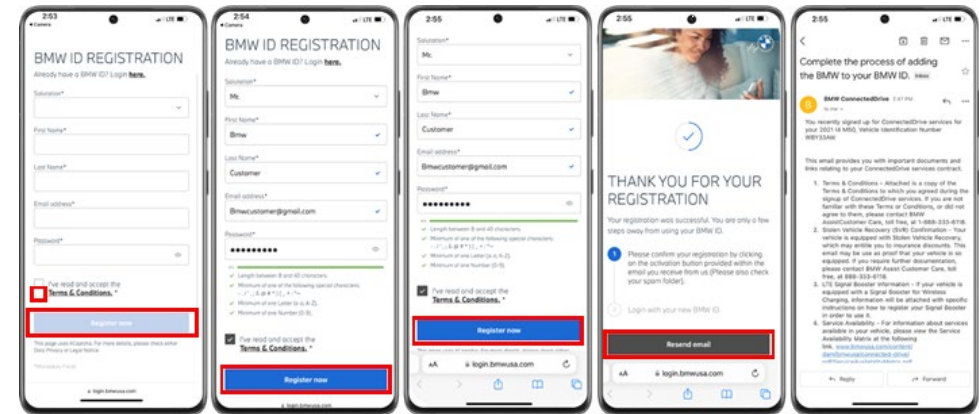


- Now, the BMW ID is established in the vehicle and marked as the primary user account. From here, you can manage your BMW IDs which are mapped to the vehicle or you can access a guest account.



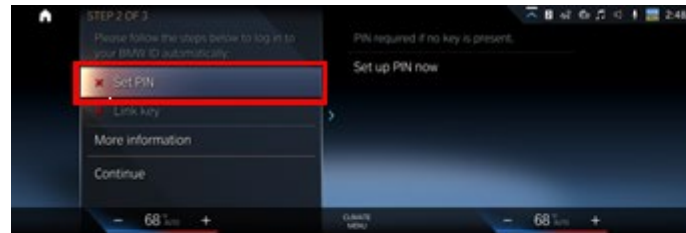
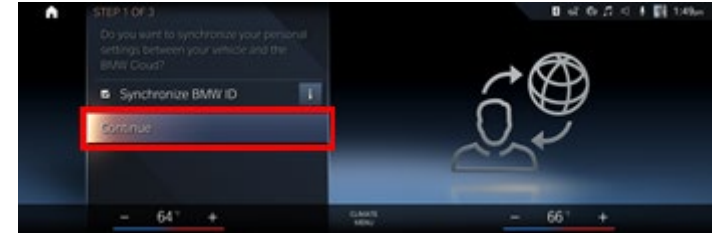
REGISTERING A BMW ID WITH THE MY BMW APP

- To begin this process, select the “Register now” option from the menu. Then, scan the QR code using your smartphone’s camera for easy integration between the smartphone and your vehicle. The QR code will bring you to the registration page on your smartphone’s web browser.
- Fill out the registration pages below. Be sure to complete all required fields. If you do not receive a confirmation email after several minutes, please select the option “Resend email” on the web browser.
- On the Login menu, confirm the selection to “Log in using BMW ID”, then enter your username and password by following the screens below.



REGISTERING A BMW ID WITH THE MY BMW APP (CONTINUED)

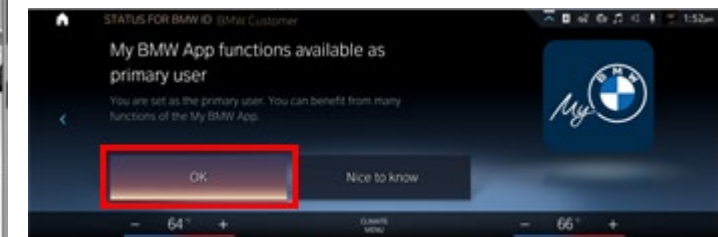
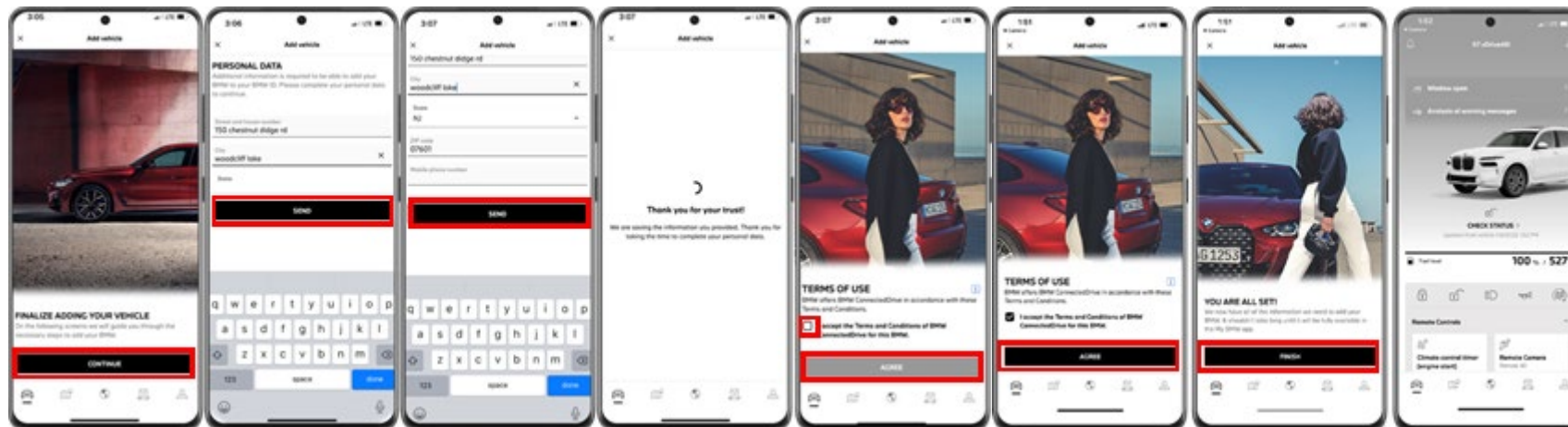
- To continue the personalization update for iDrive 8, Click “Continue” to begin the synchronization of your personal settings between your vehicle and the BMW Cloud.
- Follow the screens below to set a PIN. You have the option to set a PIN for a more secure account if your linked key is not present. You have the option to set a personal PIN via the dial or the PIN pad. Confirm the code.
- Link key to automatically activate your BMW ID when locking/unlocking your vehicle using the key.



- If you choose to skip this step, your BMW ID will not automatically be the active user when entering the vehicle. The PIN provides extra security for switching between BMW ID's.

REGISTERING A BMW ID WITH THE MY BMW APP (CONTINUED)

- Then, go into the BMW ID menu and select "Manage BMW IDs". Click on "BMW ID status" and scan the QR code with your smartphone's camera to finish adding your vehicle.
- Finalize adding your vehicle on your smartphone. Then, go back to the My BMW App and login to the account. Follow the prompt screens and agree to the "TERMS OF USE". Finally the vehicle tab will appear which will indicate that the vehicle and BMW app are synced.
- Now, add your personal information on the field provided and confirm "TERMS OF USE". The BMW ID is now established in the vehicle and marked as the primary user account.




WAIVING THE ESA: VIA EMAIL




- If a customer wants to waive the ConnectedDrive services for their vehicle they are asked to pre-register and set up an account to waive the ESA process.
- If they are an existing customer, they can access this by a pop-up message in My Garage while under the vehicle(s) page.
- If they are a new customer, they can access this by their email initially.
- If the customer doesn't respond to the emails or the pop-up message in My Garage within 30 days, their ESA is cancelled.

WAIVING THE ESA: VIA EMAIL

- If the customer wishes to waive the ESA process, the dealer starts the process using the “Waive Vehicle” function in the ESA Application. The dealer clicks on “Waive Vehicle”. Then, a popup message appears confirming that the dealer is sure they want to continue with the waiving process.

Vehicle 

VIN:	3MW5R7.
Vehicle Info:	2021 330I ALPINE WHITE 3
In-Service Date:	not available
Telematics Capable:	true
TCU Status:	ACTIVE



Active Vehicle
Services available for purchase

▼ **Primary Subscriber**

+ New Subscriber × Remove Subscriber **Waive Vehicle**

Waive Vehicle

Are you absolutely sure you want to waive the vehicle with VIN number 3MW5R7. ? None of the Telematics and ConnectedDrive services will be available for this vehicle, even in case of an emergency(i.e, BMW Assist eCall).

Cancel

Accept

WAIVING THE ESA: VIA EMAIL

- The customer will then receive an email asking them to “Please accept ConnectedDrive Terms to complete the Waiver”. The “Complete ConnectedDrive Waiving” link brings them to My Garage, where the customer must login and accept the terms. The ESA application will display the pending screen until the terms are accepted.



Dear Bmw Customer,

You recently started to waive ConnectedDrive services for your 2021 330i with Vehicle Identification Number ending in *****8543. To complete this process, you need to accept the ConnectedDrive Terms within the next 1 day to avoid having to restart the waiver process.

The services you would like to waive include the following:

Connected Package Professional: end date: Jul 7, 2026
 Automatic Map Update: end date: Jul 7, 2026
 Intelligent Personal Assistant : end date: Jul 7, 2026
 ConnectedDrive Services: end date: Jul 7, 2026
 Concierge Services: end date: Jun 29, 2025
 BMW WiFi Hotspot Compatibility
 BMW Assist eCall
 BMW Digital Key
 Remote Software Upgrade
 BMW TeleService
 Smartphone integration

[Complete ConnectedDrive Waiving](#)


Thank you for using BMW ConnectedDrive!


Sincerely,
 BMW ConnectedDrive

Special note: If your vehicle is equipped with a Signal Booster for Wireless Charging, specific instructions on how to register your Signal Booster are available [here](#). To register your signal booster, please use the Unique Booster Serial Number: 20B332K0098218898 99. Even when you waive ConnectedDrive Services, you are still required to register your signal booster.

Vehicle

VIN: 3MW5F
 Vehicle Info : 2021 330i ALPINE WHITE 3
 In-Service Date : not available
 Telematics Capable: true
 TCU Status : ACTIVE





Active Vehicle

Waiving pending for subscriber consent

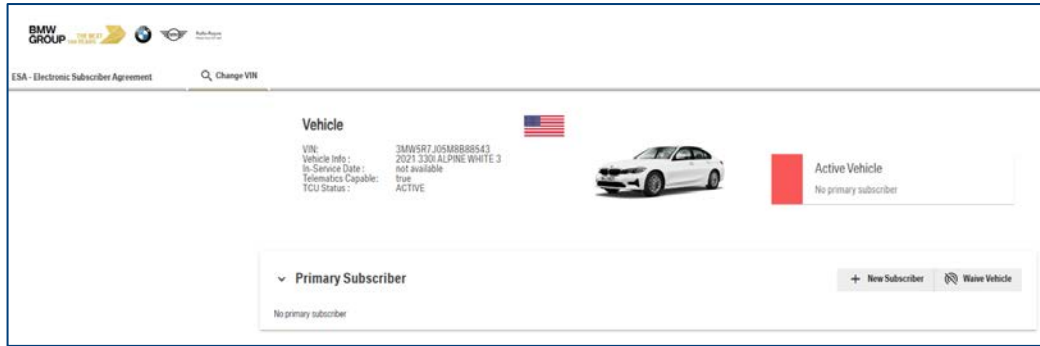
▼ **Primary Subscriber**

Name:	Miss Bmw Customer	Pending subscription
Email:	BMWCustomer@gmail.com	
Street:	300 Chestnut Ridge Rd Woodcliff Lake, NJ 07677-7731	

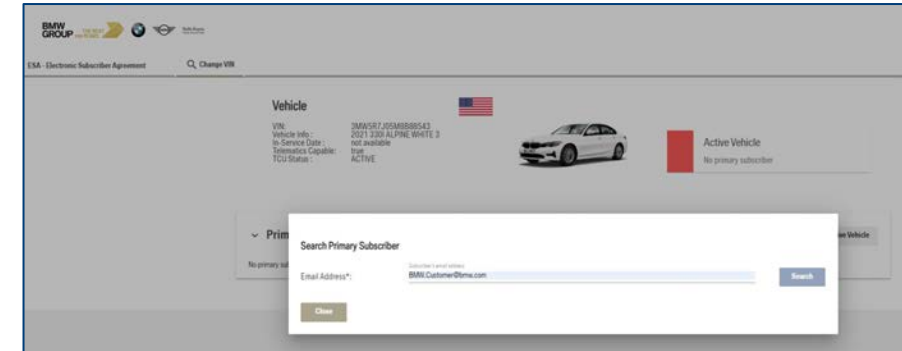
Started: October 11, 2022
Expire: October 13, 2022
Status: pending for customer consent

[✕ Cancel subscription process](#)

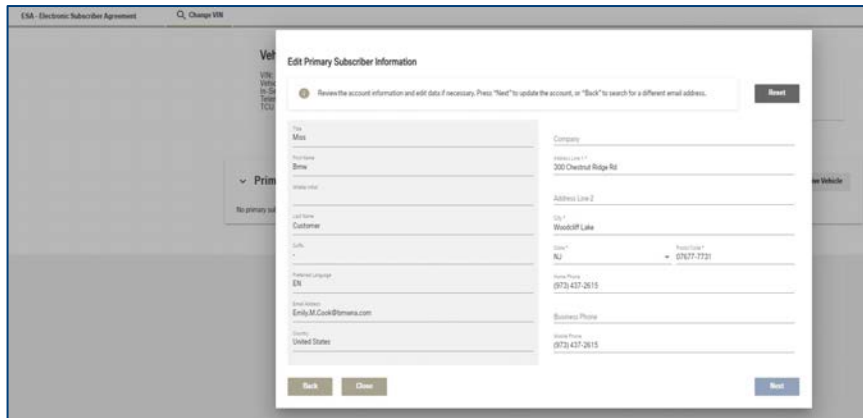
WAIVING THE ESA: VIA EMAIL



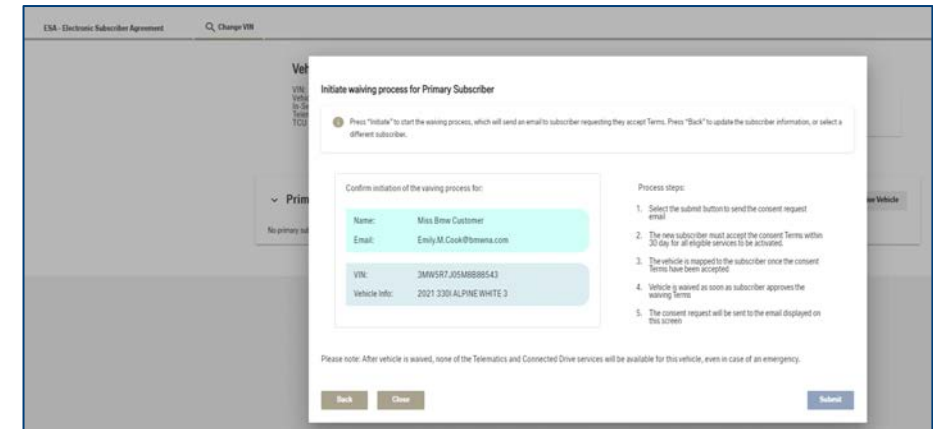
- Select "Waive Vehicle".



- Enter customer email and clicks "Search"



- Enter info and click "Next".



- Click "Submit".

WAIVING THE ESA: VIA EMAIL

- Customer will receive a "ConnectedDrive agreement canceled" email and a second email "Please accept ConnectedDrive Terms to complete waiver". The customer must click "Complete ConnectedDrive Waiving".



Dear BMW Customer,

Your agreement originally started on October 11, 2022 1:53 PM has been canceled. This may be due to the agreement canceled by your BMW center, agreement canceled by BMW Assist, another user has started to create a new agreement, etc.

If you would like to start the registration process again for ConnectedDrive Services or if you would like to waive the services completely, you may do so in the following ways:

1. Visit the ConnectedDrive portal, register for a new BMW ID, if you do not already have a BMW ID, and add a vehicle to your account;
2. Call BMW Assist, toll-free, at 888-333-6118 to speak to an agent about registering for ConnectedDrive; or
3. Visit your local dealer to inquire about creating a ConnectedDrive contract.

Thank you for using BMW ConnectedDrive!

BMW ConnectedDrive
www.bmwusa.com/mybmwconnecteddrive

Sincerely,
BMW ConnectedDrive



Dear BMW Customer,

You recently started to waive ConnectedDrive services for your 2021 330i with Vehicle Identification Number ending in *****8543. To complete this process, you need to accept the ConnectedDrive Terms within the next 1 day to avoid having to restart the waiver process.

The services you would like to waive include the following:

Connected Package Professional: end date: Jul 7, 2026
Automatic Map Update: end date: Jul 7, 2026
Intelligent Personal Assistant : end date: Jul 7, 2026
ConnectedDrive Services: end date: Jul 7, 2026
Concierge Services: end date: Jun 29, 2025
BMW WiFi Hotspot Compatibility: as long as technically possible
BMW Assist eCall: as long as technically possible
BMW Digital Key: as long as technically possible
Remote Software Upgrade: as long as technically possible
BMW TeleService: as long as technically possible
Smartphone Integration: as long as technically possible

[Complete ConnectedDrive Waiving](#)

Thank you for using BMW ConnectedDrive!

Sincerely,
BMW ConnectedDrive

Special note: If your vehicle is equipped with a Signal Booster for Wireless Charging, specific instructions on how to register your Signal Booster are available [here](#). To register your signal booster, please use the Unique Booster Serial Number: 20B332IK0098218898 99. Even when you waive ConnectedDrive Services, you are still required to register your signal booster.

WAIVING THE ESA: VIA EMAIL

My BMW Garage

My Vehicles Track My BMW Preferred Sales Center

2021
BMW 330i xDrive Sedan
VIN: 3MW5R7J05M0B08543

[View Vehicle Profile >](#)
[Delete >](#)

i Complete BMW ConnectedDrive Waiver

You initiated the waiver process for BMW ConnectedDrive on this vehicle. As a final step, you must accept the BMW Waiver Terms to acknowledge waiving your Digital Services.

This waiver opportunity will expire 30 days from your waiver request. After that, you may return to your retailer or contact us to restart the waiver process.

I have read and I accept the [BMW ConnectedDrive Waiver Terms and Conditions](#)

[Waive BMW ConnectedDrive](#)



My BMW Garage

My Vehicles Track My BMW Preferred Sales Center

2021
BMW 330i xDrive Sedan
VIN: 3MW5R7J05M0B08543

[View Vehicle Profile >](#)
[Delete >](#)

i Complete BMW ConnectedDrive Waiver

You initiated the waiver process for BMW ConnectedDrive on this vehicle. As a final step, you must accept the BMW Waiver Terms to acknowledge waiving your Digital Services.

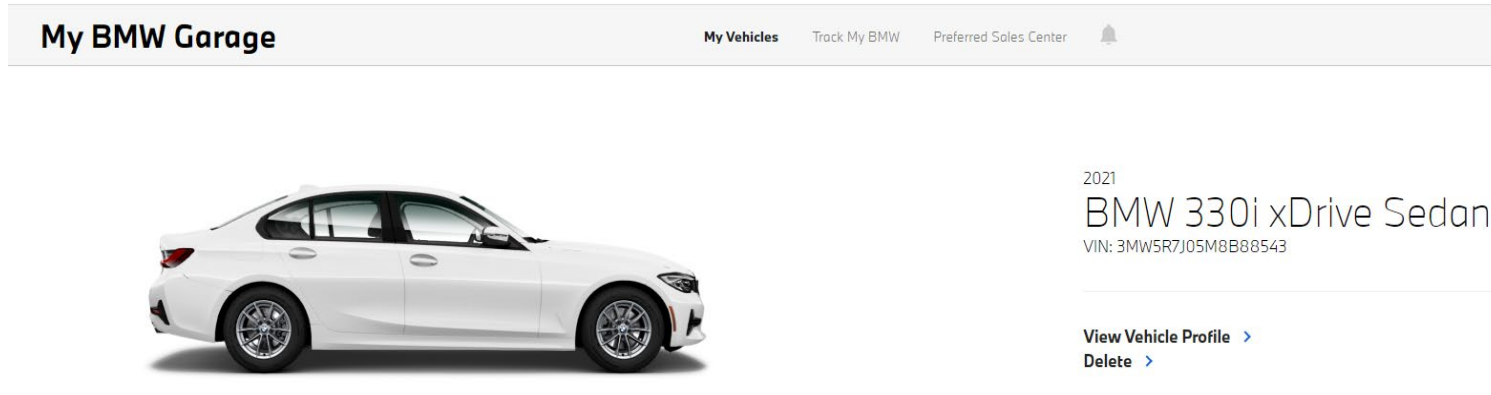
This waiver opportunity will expire 30 days from your waiver request. After that, you may return to your retailer or contact us to restart the waiver process.

I have read and I accept the [BMW ConnectedDrive Waiver Terms and Conditions](#)

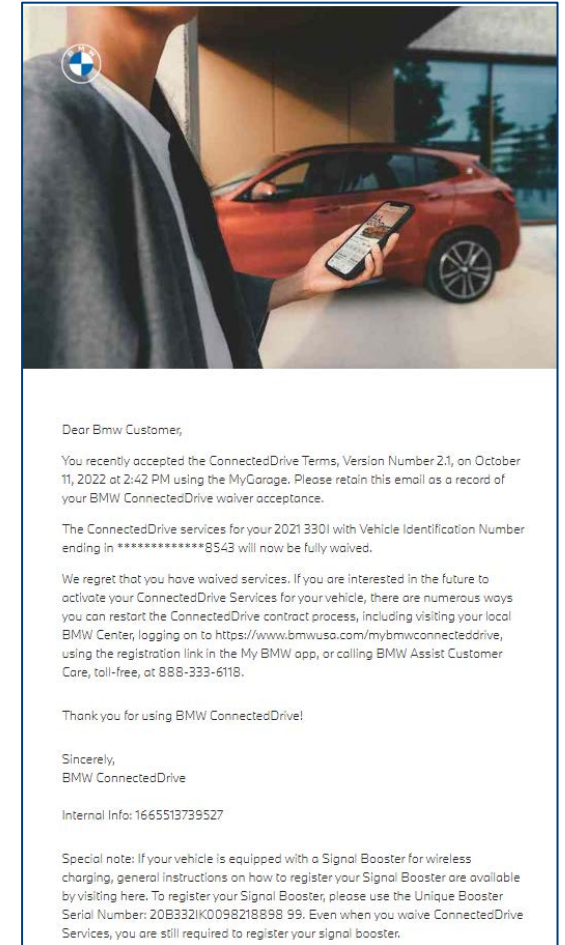
[Waive BMW ConnectedDrive](#)

- Once the customer logs in to the “My BMW Garage” site, they are immediately asked to “Complete BMW ConnectedDrive Waiver”. They must click “I have read and I accept the BMW ConnectedDrive Waiver Terms and Conditions”.
- Then, the customer must click “Waive BMW ConnectedDrive”. The vehicle is now successfully waived.

WAIVING THE ESA: VIA EMAIL



- “My BMW Garage” will now only present the option to “View Vehicle Profile” or “Delete”. Functions and features are now limited.
- As a final confirmation, the customer will receive the email confirming that they accepted the “ConnectedDrive Terms” and that the waiver for their BMW vehicle was a success.



PURCHASING A SERVICE IN MY GARAGE



- Dealer assisted purchase: Dealers can start the purchase for mapped customers in the ESA application, by adding services to the shopping cart which customers then finalize in My Garage
- The customer then finalizes the cart in My Garage.
- Customer purchase: Customers can purchase services directly from My Garage.



DEALER ASSISTED CONNECTED DRIVE SERVICE PURCHASE

Within the ESA application, the user can start the process for purchasing a service. However, the customer themselves must log into My Garage to accept Terms, enter payment info, etc. in order to complete the purchase.

The services available for purchase are located under the "Services available for purchase" menu. The user must select the service and service duration period, if applicable. Then the user must click "Check out X bookable offer" and submit the order overview from the popup message.

Vehicle

WIN: WBACR43050HY08526
Vehicle Info: 2019 X5 40i MINERAL WHITE METALLIC
In-Service Date: not available
Telematics Capable: true
TCU Status: ACTIVE



Active Vehicle
Services available for purchase

Primary Subscriber

+ New Subscriber × Remove Subscriber 🚫 Waive Vehicle

Name: Mr. Nolan Doyal
Email: cdstoreuat+Nolan@gmail.com
Street: 171 Bleeker St
Newark, NJ 07103-3930

[View customer details](#)
[Edit customer details](#)

Secondary Subscribers (opt)

+ Add secondary subscriber

Existing Services

11 subscriptions

Services available for purchase

[Check out selected offers](#)

Traffic Camera Information

One time 1 month trial | 12/10/2022 | \$0.00 1 Year | 11/10/2023 | \$25.00

BMW Traffic Camera Information alerts you to fixed and mobile traffic enforcement cameras and radar. Available subscription periods may differ by model.



Secondary Subscribers (opt)

+ Add secondary subscriber

Existing Services

11 subscriptions

Services available for purchase

[Check out 1 bookable offer. Total: \\$25.00](#)

Traffic Camera Information

One time 1 month trial | 12/10/2022 | \$0.00 1 Year | 11/10/2023 | \$25.00

BMW Traffic Camera Information alerts you to fixed and mobile traffic enforcement cameras and radar. Available subscription periods may differ by model.



Order Overview

Please review the order overview below. If correct, select "Submit". Otherwise, select "Cancel" to make changes.

Offer Name	Period	Net amount
Traffic Camera Information	11/10/2023	\$25.00

Sub total: \$25.00*

*Your final tax will be based on the state or jurisdiction provided by you as your permanent address if your purchases are taxable.

[Cancel](#) [Submit](#)

DEALER ASSISTED CONNECTED DRIVE SERVICE PURCHASE CONTINUED

After submitting the bookable offer, the dealer can confirm this order was submitted in the “Existing Services” dropdown menu. If the service name is visible but highlighted in yellow, then the service is now "pending" customer consent.

At this point, the customer must visit My Garage to finalize the purchase by accepting Terms, entering payment info, etc.


Existing Services Cancel purchasing process

Traffic Camera Information ↔	Until 11/10/2023
BMW Traffic Camera Information alerts you to fixed and mobile traffic enforcement cameras and radar. Available subscription periods may differ by model.	
Connected Package Professional ↔	Until 01/21/2025
Our services for the best digital driving experience. This unbeatable package of benefits ensures you're not left wanting anything else while on the road. Available subscription periods may differ by model.	
Automatic Map Update ↔	Until 01/21/2025
With Navigation Map Updates, your BMW's Navigation System will get the latest maps updated automatically over-the-air. Available subscription periods may differ by model.	
Intelligent Personal Assistant ↔	Until 01/21/2025
Hey BMW, now we're talking!™ BMW's Intelligent Personal Assistant is a digital voice assistant that enhances the BMW driving experience. Available subscription periods may differ by model. *check technical restrictions	
ConnectedDrive Services ↔	Until 01/21/2025
BMW ConnectedDrive provides you with a suite of security, convenience and infotainment services that add peace of mind and confidence throughout your day. Available subscription periods may differ by model.	
Concierge Services ↔	Until 06/28/2025
When you want to find something specific, a concierge is available at the touch of a button. So you find exactly what you're looking for, every time. Available subscription periods may differ by model. This service may also be included within select packages. Please check all available offers before making your selection.	
BMW WiFi Hotspot Compatibility ↔	As long as technically capable
With WiFi Hotspot onboard, you can connect your devices through your car to work on emails, stream music and videos, and much more. Available subscription periods may differ by model.	
BMW Assist eCall ↔	As long as technically capable
In an emergency, BMW Assist eCall™ automatically sends your location and relevant information to the BMW Assist™ Response Center. Or, a simple press of the SOS button connects you with the help you need when you need it. Available subscription periods may differ by model.	
BMW Digital Key ↔	As long as technically capable
With BMW Digital Key, simply tap to unlock and easily get going by placing the iPhone® in the smartphone tray and pushing the start/stop button. You can also share access with up to 5 friends or family members.	
Remote Software Upgrade ↔	As long as technically capable
Your BMW's software can be easily upgraded, thanks to Remote Software Upgrade. Available subscription periods may differ by model.	
BMW TeleService ↔	As long as technically capable
Your BMW knows when it needs service. The vehicle automatically or manually transmits data to BMW when service is needed.	
Smartphone Integration ↔	As long as technically capable
With Smartphone Integration, your vehicle supports Apple CarPlay® for your iPhone® and Android Auto™ for your compatible Android device. This wireless connection allows you to access your favorite apps in the vehicle display.	

DEALER ASSISTED CONNECTED DRIVE SERVICE PURCHASE CONTINUED

The customer will receive an email confirming the pending purchase. The customer is required to click "Accept Terms to complete purchase".

The link directs to the My Garage login page. The customer must login to accept the Terms.



Dear Ricky Bobby,

Thank you for your interest in booking the following BMW ConnectedDrive services:

Traffic Camera Information

You will be able to use this/these service(s) in your 2019 X5 40i the Vehicle Identification Number ending in *****1527 once you take the final step of accepting the ConnectedDrive Terms.

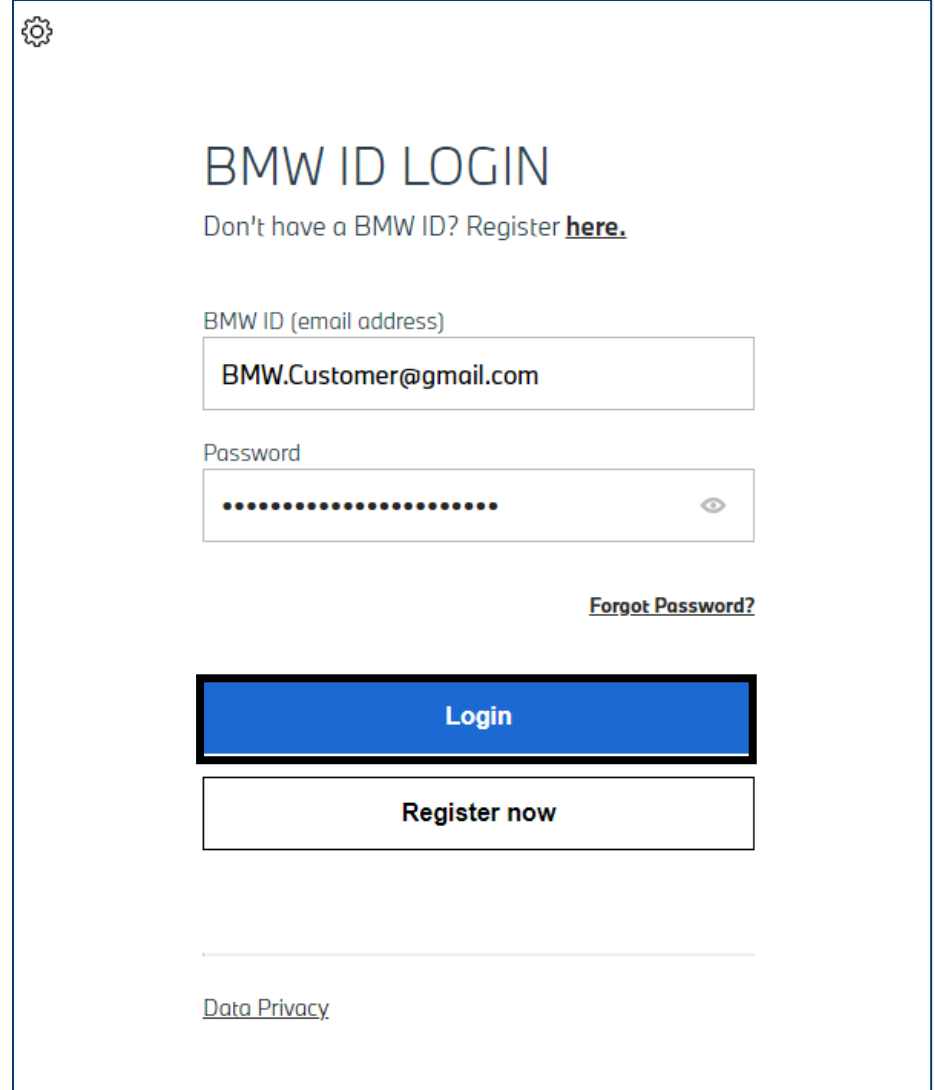
NOTE: Please ensure that you agree to the ConnectedDrive Terms within 2 hours, otherwise, the purchase process will need to be restarted.

[Accept Terms to complete purchase](#)

If you already have an active BMW ID, you may also complete this purchase by logging in to My Garage to accept the ConnectedDrive Terms.

Thank you for using BMW ConnectedDrive!

Sincerely,
BMW ConnectedDrive



BMW ID LOGIN

Don't have a BMW ID? Register [here](#).

BMW ID (email address)

Password

[Forgot Password?](#)

[Login](#)

[Register now](#)


[Data Privacy](#)

DEALER ASSISTED CONNECTED DRIVE SERVICE PURCHASE CONTINUED

Once logged in, the customer must select "Checkout".

Then, they are redirected to the BMW ConnectedDrive Shopping Cart to confirm their contact information. Their service information is presented. The customer will click "Checkout" to continue.

My Garage



2020
BMW X5 sDrive40i
VIN: WBACR43000HY11527

[View Vehicle Profile >](#)

i Complete BMW ConnectedDrive Purchase

You recently initiated a purchase at your BMW Center for Digital Services on this vehicle. As a final step, you must complete your purchase.

This opportunity will expire 2 days from your purchase initiation. After that, you may return to your dealer or shop BMW Connected drive here.

[Checkout](#)



BMW ConnectedDrive Shopping Cart

Contact Information [Cancel](#)

Salutation*
Dr.

Name

Address Line 1

Address Line 2

City

ZIP Code State

Email Address

Cell Phone


Business Phone (optional)

Home Phone (optional)


[Save](#) [Cancel](#)

Your total charge is \$25.00
before taxes

Services will be added to your X5 sDrive40i.



[Remove](#)

 **Traffic Camera Information** \$25.00 X
1 Year Term

Total charges before taxes: \$25.00

[Checkout](#)

DEALER ASSISTED CONNECTED DRIVE SERVICE PURCHASE CONTINUED

Now, the customer will need to confirm the “BMW ConnectedDrive Terms” by clicking the box. They are also able to use their payment on file or enter a new one. The customer will click “Purchase Now” to finalize their purchase.

A “Thank you for your order” message will appear once the purchase is successful. The customer will also receive a confirmation email.

BMW ConnectedDrive Checkout

Terms and Conditions

I have read and accept the **BMW ConnectedDrive Terms and Conditions**

Payment Information

Please select a payment method to continue your purchase and enter your card verification code

Discover ending in 1117 Valid until 12/2025

Coupon Code

Order Summary


Traffic Camera Information 1 Year Term	\$25.00
Total before tax	\$25.00
Taxes	\$1.50
Total charges	\$26.50



Thank you for your order

You order has been placed successfully. Purchased services are being installed and should be available shortly in your BMW. To view details for this order or past orders at any time, view **Order History**.

Services will be added to your X5 sDrive40i.



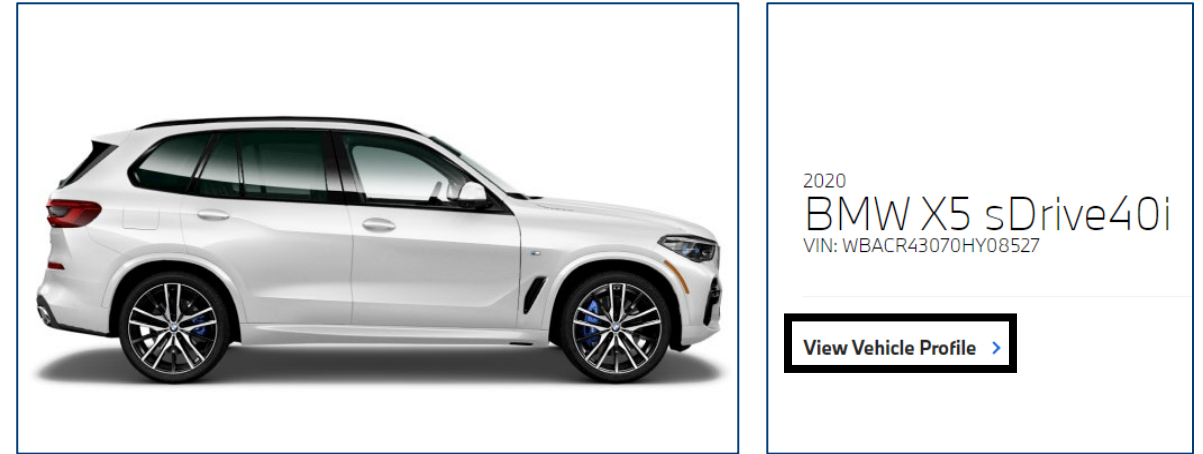
Traffic Camera Information 1 Year Term	\$25.00
Taxes	\$1.50
Total charges	\$26.50

CUSTOMER CONNECTED DRIVE SERVICE PURCHASE

Customers are also able to purchase a service directly in the ConnectedDrive Store within My Garage

On My Garage, the user will select the BMW vehicle they wish to make an purchase on, by selecting "View Vehicle Profile".

Once in the vehicle profile, purchases can be made by selecting, "Shop BMW ConnectedDrive". Services already active are listed under the "Your ConnectedDrive subscription" list.



BMW ConnectedDrive

You are the Primary Subscriber

Vehicle Phone Number: (000) 002-3556 ⓘ

- Remote Services Status **On**
- Mobile Network Connection **On**

[Settings >](#)

[BMW ConnectedDrive Help >](#)

Question about ConnectedDrive?
Call us at 1-888-333-6118 or email at customercore@bmwassist.com.

Your ConnectedDrive subscriptions

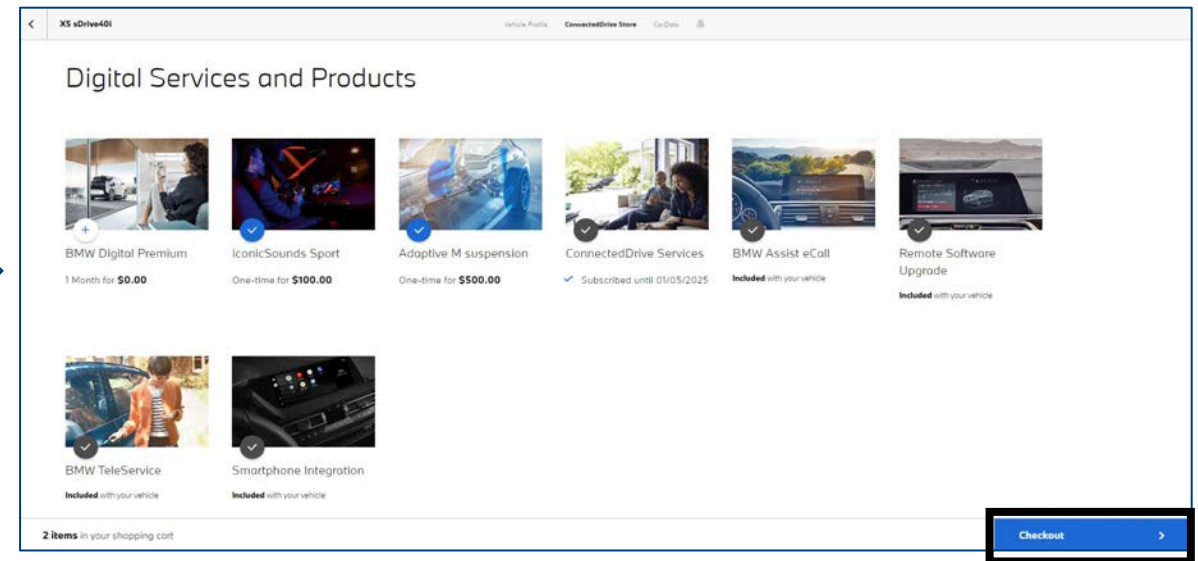
Services	Subscription period
Connected Package Professional	Subscribed until 01/05/2025
ConnectedDrive Services	Subscribed until 01/05/2025
BMW Assist eCall	As long as technically capable
Remote Software Upgrade	As long as technically capable
BMW TeleService	As long as technically capable
Smartphone Integration	As long as technically capable

[Shop BMW ConnectedDrive](#) [Order History](#)

CUSTOMER CONNECTED DRIVE SERVICE PURCHASE CONTINUED

The list of digital services and products are shown under the Digital Services and Products section. The services available for purchase will be indicated by a "+" and services already active will be indicated by a "✓". Select the "+" icon next to the service name to add it to the digital cart.

Then, select "Checkout" to begin purchase.



CUSTOMER CONNECTED DRIVE SERVICE PURCHASE CONTINUED

The user will be presented with the checkout overview page where they can confirm their contact information and the services they are purchasing. Continue the checkout process by selecting "Checkout".

Next, the user will accept the "BMW ConnectedDrive Terms" and verify payment method details, or a new payment and confirm the purchase of service(s) by clicking on "Purchase now".


Contact Information

Edit


Mr. Mark Test
19455 Ne 10th Ave
Miami, FL 33179-5704
Cell Phone: (305) 504-7686

Your total charge is \$100.00
before taxes

Services will be added to your X5 sDrive40i.

 X5 sDrive40i

Remove

 **IconicSounds Sport** \$100.00 X
Indefinite Term

Total charges before taxes **\$100.00**

Checkout

BMW ConnectedDrive Checkout

Terms and Conditions

I have read and accept the **BMW ConnectedDrive Terms and Conditions**

Payment Information

Please select a payment method to continue your purchase and enter your card verification code

Discover ending in 1117 Valid until 12/2025 * CVC


Replace Card

Coupon Code

Redeem

Order Summary

Edit

 **IconicSounds Sport** \$100.00
Indefinite Term

Total before tax **\$100.00**

Taxes **\$7.00**

Total charges **\$107.00**

Purchase Now

CUSTOMER CONNECTED DRIVE SERVICE PURCHASE CONTINUED

A "Thank you for your order" message will appear indicating that the purchase was successful. A detailed view of the services purchased is listed below. The user can select "Return to Vehicle Profile" to be brought back to the homepage of My Garage with their services now fully activated and available in their BMW. The customer will also receive a confirmation email of the purchase, including an invoice.

Thank you for your order

Your order has been placed successfully. Purchased services are being installed and should be available shortly in your BMW. To view details for this order or past orders at any time, view [Order History](#).

[Return to Vehicle Profile](#)

Services will be added to your X5 sDrive40i.



IconicSounds Sport

Indefinite Term

\$100.00

Taxes

\$7.00








Total charges

\$107.00

CUSTOMER CONNECTED DRIVE SERVICE PURCHASE CONTINUED

Purchases can be viewed in the vehicle profile page by selecting "Order history". A popup message will appear showing the history of purchases, including the vehicle the service was purchased for, the status, and the invoice document once it's available to download.

Your ConnectedDrive subscriptions

Services	Subscription period
 Connected Package Professional	Subscribed until 01/05/2025
 ConnectedDrive Services	Subscribed until 01/05/2025
 BMW Assist eCall	As long as technically capable
 Remote Software Upgrade	As long as technically capable
 BMW TeleService	As long as technically capable
 IconicSounds Sport	As long as technically capable
 Smartphone Integration	As long as technically capable

[Shop BMW ConnectedDrive](#) [Order History](#)

Order History

Purchase Date	Order Number	Vehicle	Status	Invoice
11/10/2022	CDUS107769	2020 X5 sDrive40i	In progress	
10/18/2022	CDUS102956	2021 X7 M50i	Completed	Invoice

[Shop BMW ConnectedDrive](#) [Order History](#)

Subscription period

Subscribed until 01/05/2025
Subscribed until 01/05/2025
As long as technically capable
As long as technically capable
As long as technically capable
As long as technically capable
As long as technically capable