

“Connected Service for your BMW”

The term "Connected Service" refers to "Networked service." Modern vehicles are already heavily networked internally by the single bus systems. Communication of vehicle occupants with the vehicle occurs via several control and display systems like the instrument cluster, on-board monitor with navigation system and on the E65 with the central Control Display.

This networking in constant progress is also revolutionizing the service process. It is called "Connected Service" and allows increasing communication and networking between the vehicle and the Retail Service Departments.

Customers can expect the following from the Service Department in the future:

- Exactly planned appointments, no loss of information, early problem detection and flexible service.
 - Fast handling of the service process without long waiting times for the service advisor, spare parts or vehicle.
 - Departure from fixed items of inspection/repair, same high service quality, personal and individual advice.
- Connected Service offers new possibilities. Vehicle specific service requirements are automatically assessed. Fixed inspection/maintenance schedules will be replaced by more flexible maintenance services. The existing process will be further optimized, the appointment process will be faster and more effective and service advisors will have more time for individual consultation. Connected Service is made up of several modules some of which are already available or are introduced starting with the E65.

The modules are:

- Condition Based Service (CBS)
- Coded Keys
- Key Reader
- Service Module Software

Condition Based Service (CBS)

BS defines vehicle specific maintenance requirements by sensor based monitoring of engine oil, air conditioning micro-filters and the front and rear brake linings. In addition, time dependent monitoring of the engine oil, brake fluid and coolant.

CBS also provides distance dependent monitoring of spark plugs as well as visual and functional checks. The service need display is located in the instrument cluster and the details are displayed in the Control Display (i-drive).

Coded Keys

The BMW keys have already been storing information for approximately few years. Since 1998 the chassis number and since 1999 the chassis number, mileage and status of the Service Interval Display is stored. The E65 keys (remote control service keys) store more information, such as check control messages and all CBS relevant data like: mileage, oil condition or brake pad wear and microfilter condition. The key is the "business card" of the vehicle.

Key Reader

The Key Reader allows readout of the data stored in the key when the vehicle is checked in for service. The required basic data of the vehicle and the data concerning all service requirements are automatically available.

Service Module Software

SMS is the software running at the service advisor's work station. The software interprets and displays (processes) the vehicle data stored in our data base and informs customer via e-mail of future service needs. Customers and Service Department are always communicating via e-mail concerning all service needs. Therefore it is essential for our Service Department to have your e-mail address. We are treating this as private information and we promise "NO Spam Email"

