



# MY BMW REMOTE FAQ

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

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

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

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

	google local search	Remote Door Locking/Unlocking	Vehicle Position	Flash Headlights	Remote Horn
1 SERIES		Produced 3/2008 or later		Not available	
3 SERIES		Produced 3/2008 or later		2012 Model Year or later 3 Series Sedan only	
5 SERIES		Produced 3/2008 or later		2010 Model Year or later 5 Series Gran Turismo 2011 Model Year or later 5 Series Sedan	
6 SERIES		Produced 3/2008 or later		Model Year 2012 or later 6 Series Coupe or Convertible	
7 SERIES		Model Year 2009 or later		Model Year 2009 or later	
X3 SAV		Model Year 2011 or later		Model Year 2011 or later	
X5 SAV		Produced 4/2008 or later		Not available	
X6 SAC		Produced 4/2008 or later		Not available	
Z4 ROADSTER		Model Year 2009 or later		Not available	

**3. What are the requirements for my mobile device?**

Your Apple mobile device must have iOS version 4.0 or later and an active internet connection.

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

Your user name and password are the email address and password you specified for BMW Assist services. If you do not know this information, please call BMW Assist toll-free at 1-888-333-6118.

**5. Why does My BMW Remote not show the Remote Horn or Flash Headlights feature for my vehicle?**

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

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

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

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

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

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

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

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

If a remote service is not working, you may try closing the app and then restarting it or reconfiguring the app completely. More information is available in the My BMW Remote Owner's Manual at [www.bmwusa.com/apps](http://www.bmwusa.com/apps).

**8. The Vehicle Finder cannot locate my vehicle.**

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

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

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

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

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

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

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