



AOS Starter Guide

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1 Introduction

The Starter Guide AOS is intended in particular for operators or employees of workshops who wish to use the AOS portal to carry out repairs or maintenance on vehicles of the BMW Group (BMW, BMW Motorrad, MINI & Rolls-Royce).

This document should help with the initial steps in the AOS portal by briefly presenting the available applications* and the most frequent use cases.



Please Note: The Starter Guide AOS is not exhaustive. For more detailed information, please consult the AOS user guide.

*Applications may not be available in every country. Details of which applications are available in your region can be found under "Applications" in the portal.

1.1 Registration

You need to register in order to use the AOS portal. The registration process consists of four steps:

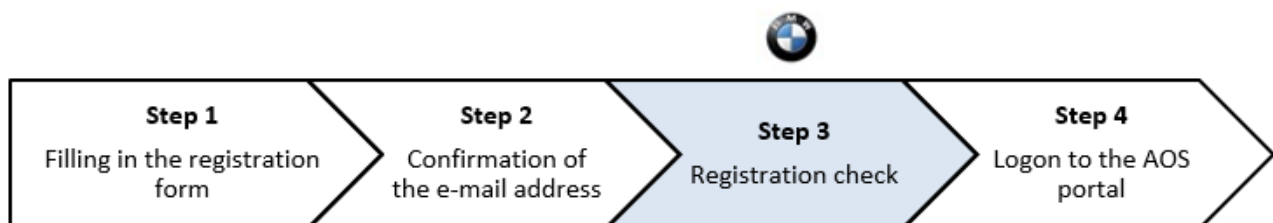


Figure 1 Registration process

Step 1: Filing out the registration form at <https://aos.bmwgroup.com>



Please note that your registration can only be accepted if the specified organisation data matches the data stored by the financial authorities. In case of uncertainty, please include a trade license, for example, to verify your data.

Step 2: A confirmation link will shortly be sent to the e-mail address you provided. In the e-mail, click the provided link to confirm your e-mail address.



Please ensure that your e-mail address is correct, as otherwise your registration application cannot be processed or approved by the portal administration. Please confirm your e-mail address within 48 hours. After that the confirmation link is invalid and you must repeat the procedure.

Step 3: After confirming your e-mail address, your registration is manually checked by the portal administration. You will be informed by e-mail as soon as your user account has been activated.



This process can take up to two working days. If you have not received any message within these two working days, please contact Support.

Step 4: As soon as the registration of your organisation has been accepted, you can log on to the AOS portal. Use the e-mail address and password you entered at the beginning of the registration procedure to log on.

2 Initial steps in the portal

i

The following chapters provide you with a brief insight into the portal and its functions. Detailed explanations can be found in the AOS user guide, which can be found under "Service" -> "Downloads".

2.1 Overview of the portal design

After your registration has been accepted, you are forwarded to the start page by logging on to the portal. Various types of information are displayed here:

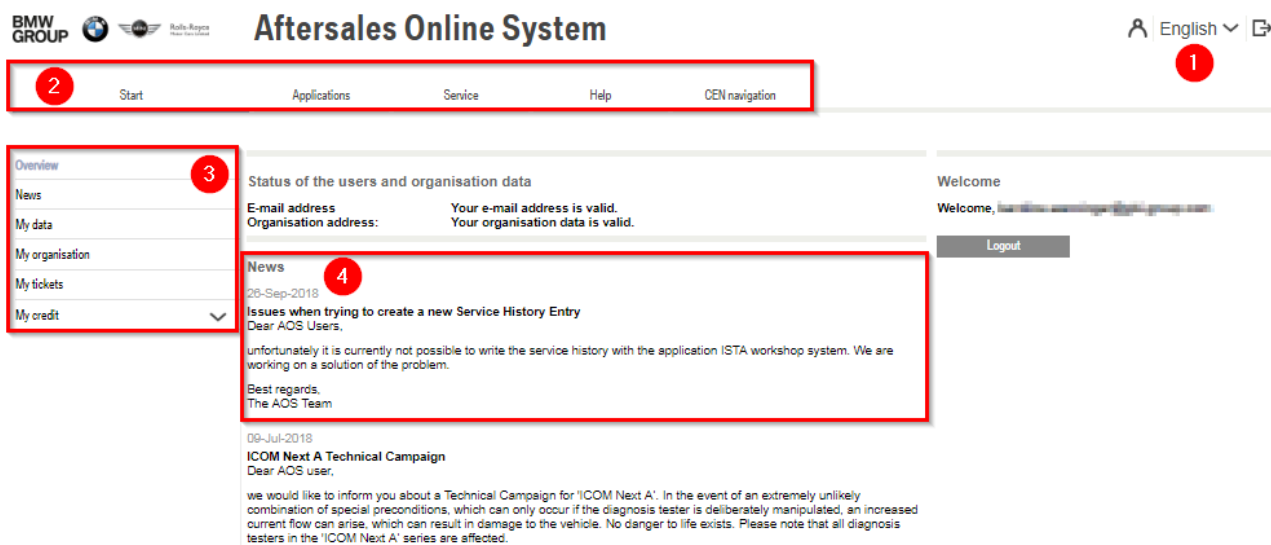


Figure 2 Start page after successful logon

1. Language setting: The currently selected language is displayed here. By moving the mouse pointer to this position, you can change the language. Using "My data" you can change the default setting for your user access.

2. Areas of the portal: On this bar you can select the different areas of the portal.

3. Selection menu: The menu gives you selection options, depending on which area you selected.

4. News: News about the AOS portal e.g. software updates or new functions are displayed here.

2.2 Getting Started

The applications of the AOS support you in a variety of application in your daily work. A brief except of the options that the AOS has to offer:

- [Diagnosis and programming of vehicles using the ISTA application](#)

- Read and write the Service History of a vehicle or motorcycle using the KaSIO application
- [Write service history into the vehicle using the ISTA application](#)
- View repair instructions using the AIR application
- [Search for spare parts using the Electronic Parts Catalogue application](#)
- [Order Original BMW replacement parts using the partslink24 application](#)
- View Technical Campaigns using the AIR application

For more detailed information on the individual applications, refer to the relevant chapters on the applications. If you have any other questions, refer to the user guide for more detailed information.

2.3 Required hardware (purchase recommendation)



Please Note: Currently valid technical prerequisites can be found under:

<https://aos.bmwgroup.com/group/oss/technical-requirements>. The hardwares mentioned here are merely purchase recommendations.

In order to install and use the BMW service tool, we recommend purchasing an Integrated Service Information Display (ISID Next), an Integrated Communication Optical Module (ICOM) and a KeyReader (for passenger cars only). You can request order information via the portal under "Service" -> "Diagnostics articles":

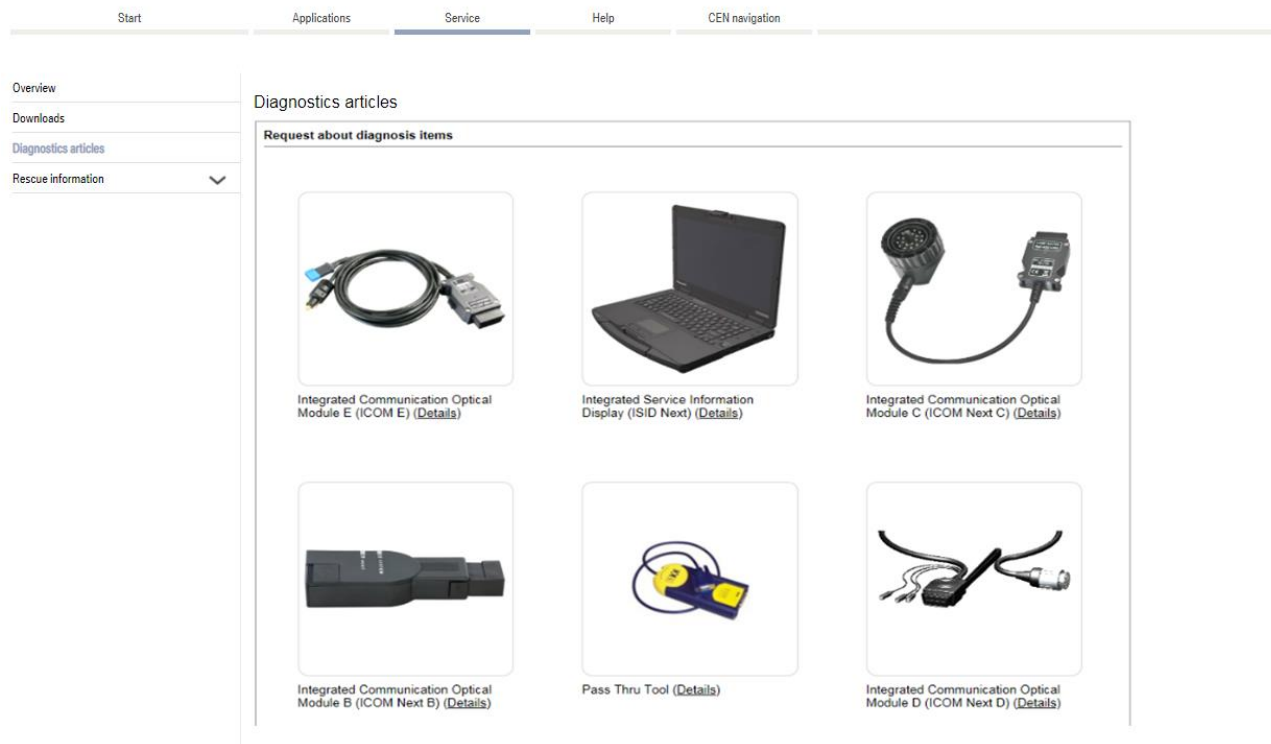


Figure 3 Diagnostics articles

2.3.1 Hardware set-up

If you wish to transfer data to or read them out of a vehicle (necessary for diagnosis or programming a vehicle, or transferring the service history, for example), you will need an Integrated Communication Optical Module (ICOM), for example, as described in the previous chapter.

First connect the ICOM via Ethernet cable to the computer where the web or client application that you wish to use (e.g. ISTA) is installed. Then, connect the ICOM to the vehicle via the ORD interface. Both an Ethernet cable and an OBD cable are included with the diagnosis system if you have ordered it via the AOS. Then start the ISTA workshop system application. After starting for the first time, a pop-up window showing important information notes for use of the current version is displayed. Please click on “accept” to confirm that you have read it.

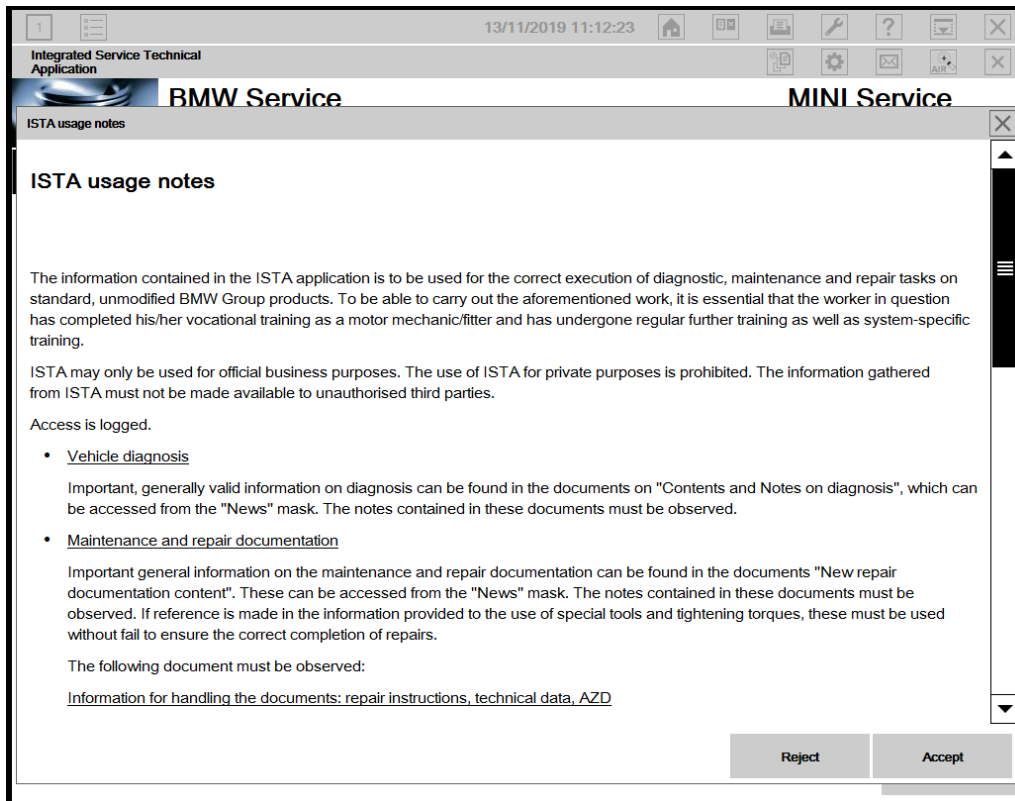


Figure 4 ISTA workshop system - terms of use

When you have connected the ICOM as described above, the connected ICOM appears in a new window. The designation of the ICOMs, the type, the vehicle identification number that the ICOM is connected to, and other information is displayed here. At the same time lamps at the ICOM signal to you that the connection between the the vehicle, ICOM and the connected computer was successful.

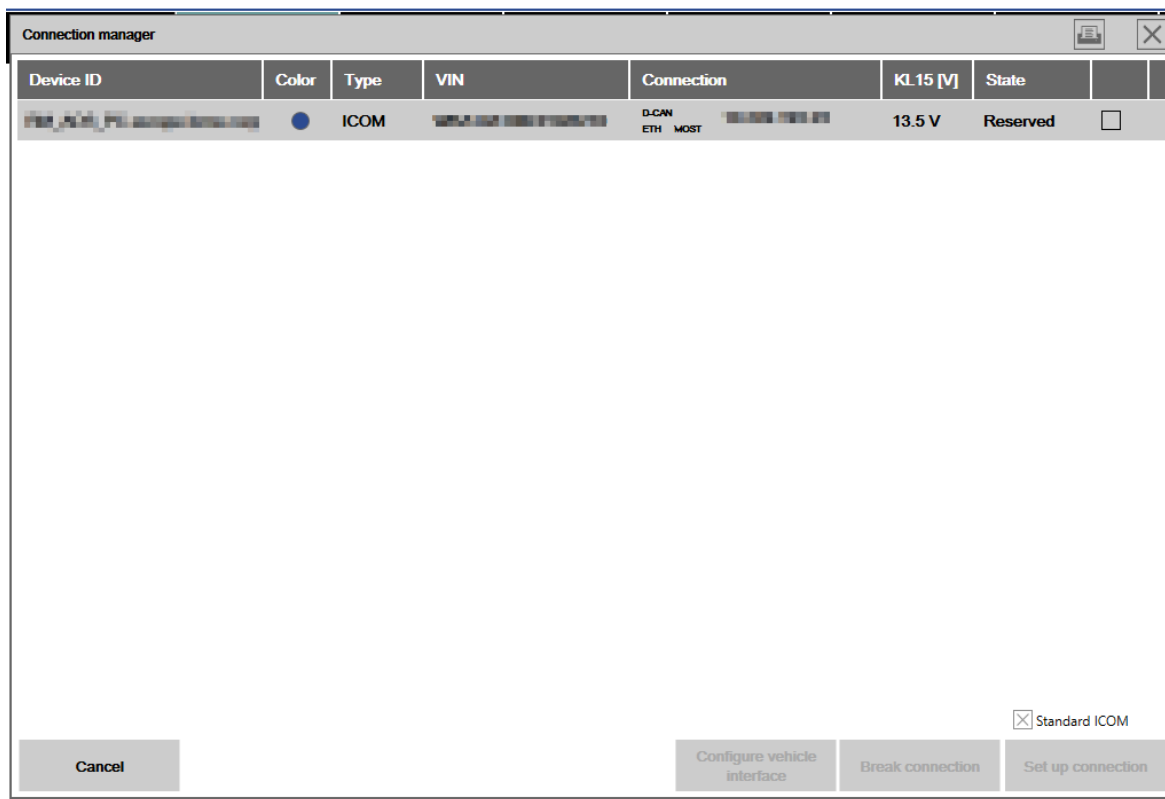


Figure 5 ISTA workshop system - Connection Manager



Further information is provided in the "ISTA User Guide", which you can find on the splash page of the "ISTA workshop system" application.

If you wish to read out key data from a vehicle key, please use a KeyReader Plus and the associated software. You will find this software and the associated installation instructions on the splash page of the KaSIO application. Illustrated installation instructions and explanations for connection of the KeyReader Plus are provided in the user guide.

2.3.2 Vehicle interfaces

Communication with the vehicle requires a vehicle interface. The following table should give an overview of the most frequent use cases and the required hardware. The interfaces shown can be purchased using the method described above.

Passenger car

Model year		Diagnosis	Programming/encoding
Up to 2001		20 pin diagnostic socket  	20 pin diagnostic socket  
from 2001		16 pin 'OBD' diagnostic socket 	16 pin 'OBD' diagnostic socket 
	Vehicle network 2000	16 pin 'OBD' diagnostic socket 	16 pin 'OBD' diagnostic socket + MOST connection  
	Vehicle network 2020	16 pin 'OBD' diagnostic socket 	16 pin 'OBD' diagnostic socket 

Table 1 Vehicle interfaces - passenger car

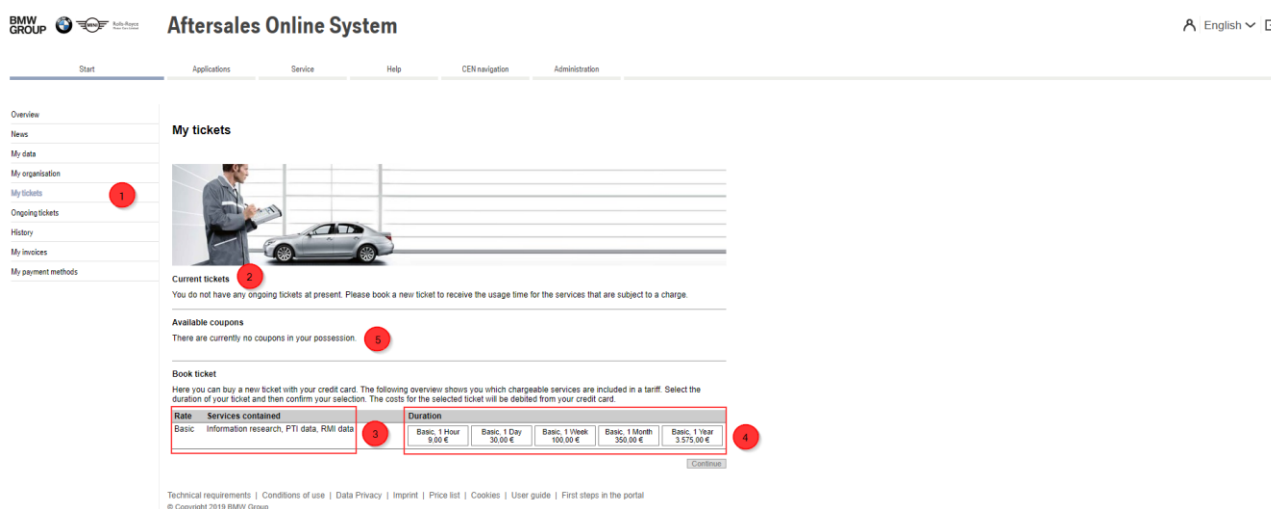
Motorcycle

Connection	Required interfaces	
16-pin diagnostic socket		
10-pin diagnostic socket (round)		
3-pin diagnostic socket(rectangle)		

Table 2 Vehicle interfaces - BMW Motorrad

2.4 Buying a ticket

Tickets can be bought via the "My tickets" menu item.



BMW GROUP   **Aftersales Online System** English

Start Applications Service Help CEN navigation Administration

Overview
News
My data
My organisation
My tickets 1
Ongoing tickets
History
My invoices
My payment methods

My tickets

 2

Current tickets 2
You do not have any ongoing tickets at present. Please book a new ticket to receive the usage time for the services that are subject to a charge.

Available coupons 5
There are currently no coupons in your possession.

Book ticket 4
Here you can buy a new ticket with your credit card. The following overview shows you which chargeable services are included in a tariff. Select the duration of your ticket and then confirm your selection. The costs for the selected ticket will be debited from your credit card.

Rate	Services contained	Duration
Basic	Information research, PTI data, RMI data	Basic, 1 Hour 9.00 € Basic, 1 Day 30.00 € Basic, 1 Week 100.00 € Basic, 1 Month 350.00 € Basic, 1 Year 3.575.00 €

3 5

[Continue](#)

Technical requirements | Conditions of use | Data Privacy | Imprint | Price list | Cookies | User guide | First steps in the portal
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Figure 6 Buy tickets

1. "My tickets" menu item in the "Start" portal area
2. Overview of current tickets
3. Overview of the types of tickets offered to you

The available ticket types and the associated applications are displayed here.

4. Selection of operating time

Various operating times for the ticket types are available, which can be selected by clicking on the associated button.



The usage time of a ticket is calendar based, i.e. it elapses regardless of the usage of the applications, from the purchase up to the end of the time period. The currently valid price list can be found under: <https://aos.bmwgroup.com/group/oss/pricing>

5. Available vouchers

If vouchers are available, they are shown here. The vouchers have the same duration as the available tickets.

Clicking on "Continue" purchases the selected ticket for the active user.



Important: You always purchase tickets for the user you are currently logged on as. It is not possible to "transfer" a ticket retrospectively to another user access.

The information are summarised on the next page prior to purchase.

[Start](#)
[Applications](#)
[Service](#)
[Help](#)
[CEN navigation](#)

[Overview](#)
[News](#)
[My data](#)
[My organisation](#)
[My tickets](#)
[Ongoing tickets](#)
[History](#)
[My invoices](#)
[My payment methods](#)

Payment

Overview of the purchase order

Note: This order is for  **1**

Invoice address

Organisation: 

Address:  **2**

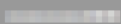
Country: DE

Note: Please check the organizational data listed here. If you want to change them, you can enter a change request via 'My organization'. Please note: This request must be checked by an AOS administrator.

Transaction details

Transaction:	Base price hour ticket
Price (net):	€9.00
Plus value-added tax (19%):	€1.71 3
Total amount (gross):	€10.71

Payment methods **4**


 Visa
 

01/2021

[Cancel payment](#)
[Pay now](#)

[Technical requirements](#) |
 [Conditions of use](#) |
 [Data Privacy](#) |
 [Imprint](#) |
 [Price list](#) |
 [Cookies](#) |
 [User guide](#) |
 [First steps in the portal](#)
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Figure 7 Complete ticket purchase

1. This shows for which user in the organisation the ticket was purchased. Please observe that the ticket you buy can only be used by your user.
2. Invoice address for your purchase: This address must always match your organisation. If you wish to modify these data, please abort the payment process and apply for the changes in the menu item "My organisation".
3. Overview of the transaction fees including VAT rate
4. Selection of the payment method: If you have stored several credit cards, you can select which one to debit here.

You are then routed to a secure site of the payment provider, on which you can enter your credit card pin to confirm the purchase.



AnyBank

3D Secure Simulator

Password:

Merchant:	Saferpay Testshop
Amount:	10.71 EUR (Id: 978, Exponent: 2)
Date:	02.12.2019
Card number:	XXXX XXXX XXXX 0000
Personal message:	
PAREs:	Y

Figure 8 Verify ticket purchase



Please Note: Payment for services of the BMW CarData application is, unlike other AOS applications, not possible by means of the credit account. More information can be found in the AOSuser guide.

2.5 My invoices

Under the menu item "My Invoices", the legal representative of an organisation can view, download and pay the previous invoices of his organisation [only BMW CarData]. The following figure shows the invoice preview by way of example:

Meine Rechnungen

Rechnungsübersicht						
Typ der Rechnung	Bestellnummer	Rechnungsnummer	Bruttobetrag	Datum der Rechnung	Download	Zahlung
Rechnung	R000000079	6100134123	416,50 €	01.08.19		
Rechnung	R000001054	6100149183	777,00 €	01.09.19		Bezahlen

« 1 »

Figure 9 Invoice overview

2.5.1 Invoice download

By clicking on the PDF symbol, an invoice can be downloaded in PDF format.

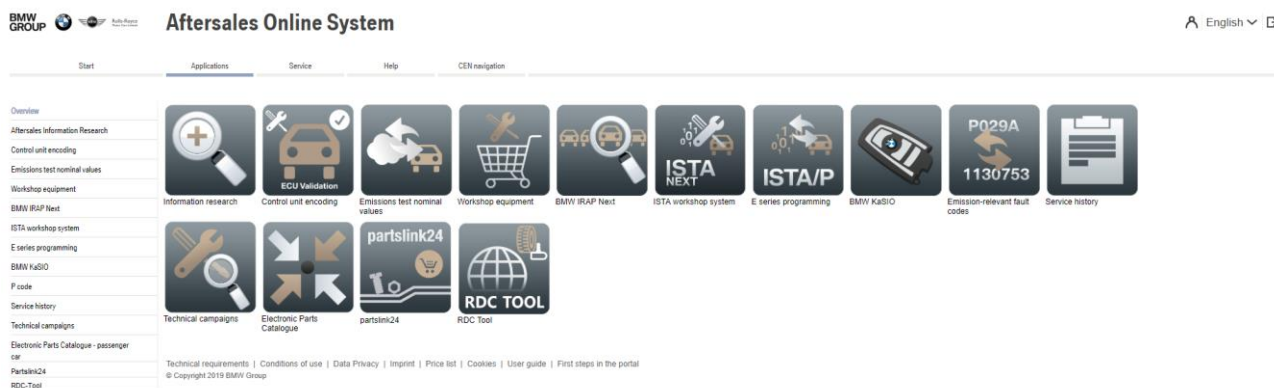


An invoice is available for download for 6 months. Furthermore, the user is informed by email as soon as an invoice is ready for download. Please note that invoices can no longer be sent by mail, but are solely provided for download in the AOS portal. Old invoices before 19.01.2020 are no longer available later.

2.5.2 Payment of open invoices [only BMW CarData]

Payment of a BMW CarData invoice must be initiated and authorised manually. Click on the “Pay” button to start the payment process for the invoice selected. During the payment process, you will be forwarded to your bank’s site to authorise the debit per two-factor authentication.

3 Applications and their use



The AOS portal offers the most varied applications, which are briefly explained in the following. The applications can be called up via the "Applications" portal area:

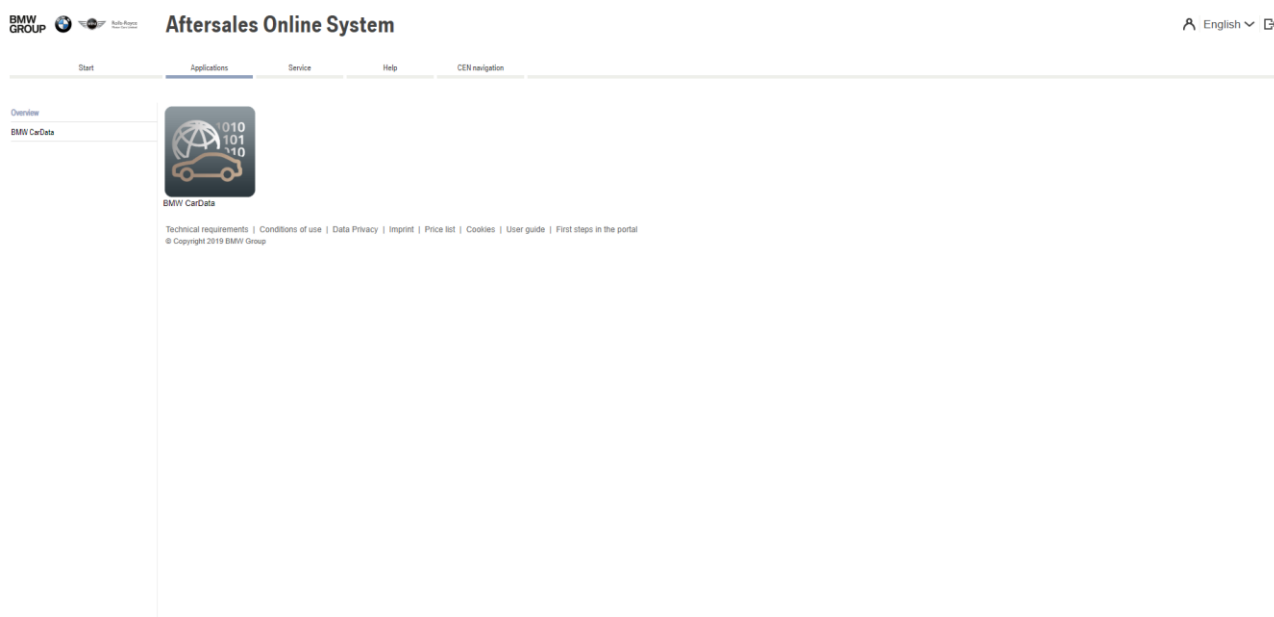


Figure 10 Applications for BMW CarData customers



Please note: Due to special legal conditions, not every application may be offered in every region.



If you are registered as a purely motorcycle workshop, you only see applications with motorcycle content.

3.1 Application types

3.1.1 Web applications

Web applications can be started directly in the browser, installing additional software is not necessary. To start these applications, it is necessary to use a supported browser and install the latest Java version. The web applications are:

3.1.1.1 Aftersales Information Research (AIR)



Figure 11 AIR Symbol

The *Aftersales Information Research - AIR* application provides you with an information research system for the aftersales sector, which allows technical and commercial service data to be displayed in just one system. You can use it to make searching for information much quicker and easier, giving you more time to look after your customers as part of Service and for processing orders in the workshop. You can access vehicle-specific information by entering a 17-digit vehicle identification number in the AIR search field. After entering the vehicle identification number, you are shown specific contents that are relevant for the selected vehicle (e.g. Available map updates for the navigation system or Technical Campaigns).

AIR provides information about three topics. The following listing represents only a selection of the available information:

Commercial information:

- Flat Rate Units
- Defects
- Parts

Technical information:

- Repair instructions
- Wiring diagrams

Vehicle information:

- Vehicle details
- Service History
- Technical Campaigns

3.1.1.2 Emissions test nominal values [passenger car only]



Figure 12 Emissions test nominal values symbol

The application *Emissions test nominal values* contains the emissions test nominal values for BMW Group vehicles with petrol engines without catalytic converter, with closed-loop catalytic converter and with OBD, as well as with diesel engines. Besides the basic data record configuration according to the exhaust-gas test specifications of the European Union, it also contains country-specific data records for the exhaust-gas test in Belgium, Germany, France, Greece, Portugal, Switzerland and Sweden.

3.1.1.3 Electronic Parts Catalogue (WebEPC)



Figure 13 WebEPC Symbol

The *Electronic Parts Catalogue* in the internet (WebEPC) shows you the complete range of BMW Group sales parts online and is intended to facilitate location of the sales parts you require (vehicle components and other products). Various search functions are available, for example, search by names. The system also

offers you detailed information on individual sales parts and the option of putting the located parts together into so-called parts lists.



It is not possible to order sales parts directly using the Electronic Parts Catalogue. Please note that no prices are displayed in the Electronic Parts Catalogue.

To order parts, please either contact your local BMW Retailer or order the parts via partslink24. Please note that a separate subscriptions is required.

How Do I search for spare parts in the Electronic Parts Catalogue?

1. Start the application.
2. Click on “Vehicle parts”.
3. Enter a vehicle identification number (7 or 17-digit).
4. Search for the desired part number either via
 - a. picture panel number or part number

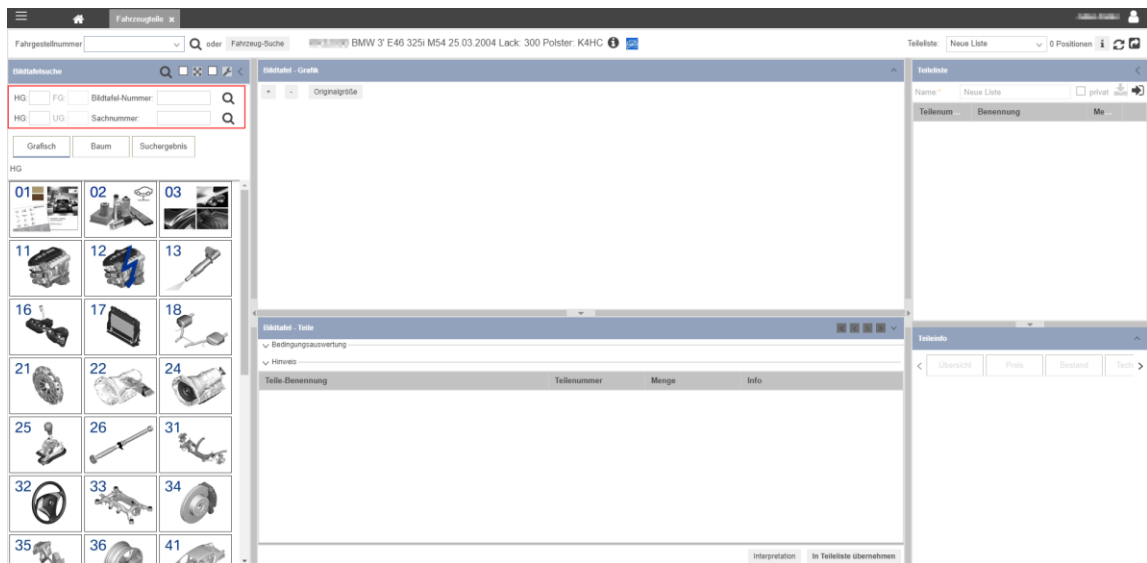


Figure 14 Search via part number

- b. Graphic

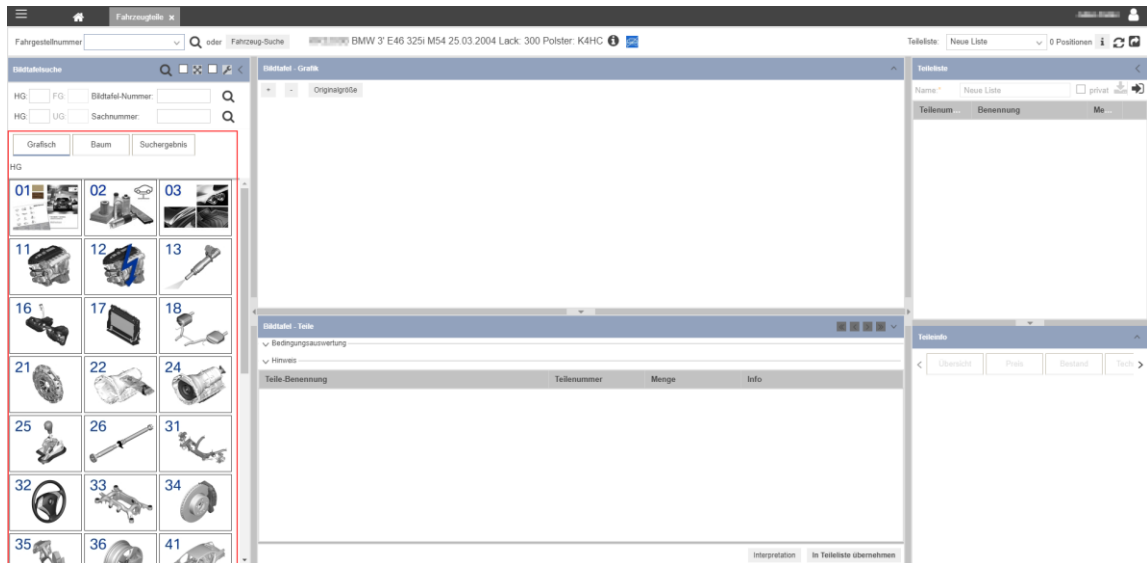


Figure 15 Search via graphic parts selection

c. Tree

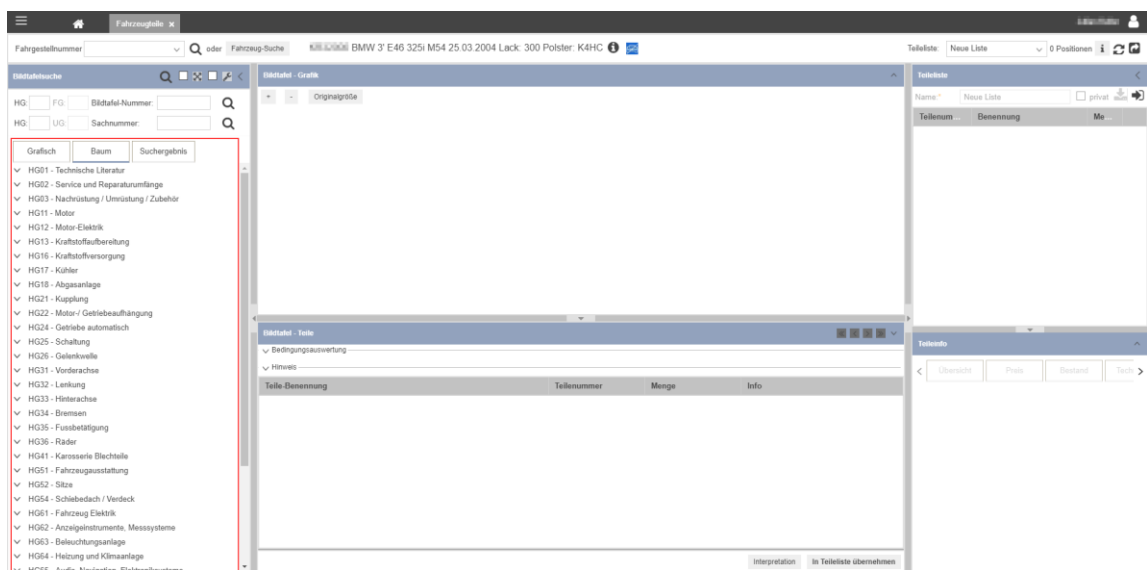


Figure 16 Search via the tree

3.1.1.4 P code



Figure 17 SAE fault code symbol

Vehicle-related fault codes can be translated into general SAE fault codes using the *SAE fault code* application.

3.1.1.5 Control unit encoding



Control unit encoding

Figure 18 Control unit validation symbol

You can use this application to validate control units. This may also be necessary after replacing control units. In such cases, ISTA will request that you perform a control unit validation.

3.1.1.6 Workshop equipment



Figure 19 Workshop equipment Symbol

In the *Workshop equipment* application you will find workshop equipment which is specially adapted to the requirements of the models of the BMW Group brands. The online catalogue informs you comprehensively

about the current equipment in BMW, MINI, BMW Motorrad and Rolls-Royce workshops and supports you in your purchase decision. It also provides detailed functional descriptions and allows selected products to be compared directly.

3.1.1.7 BMW CarData



Figure 20 BMW CarData Symbol

BMW CarData gives you the option to access telematics data from BMW vehicles. The only prerequisite is that a customer explicitly agrees to your request to release their data and that they have a telematics-capable vehicle which is assigned to a valid ConnectedDrive customer account. Based on this data you can offer customised personalised services to your customers.

The BMW CarData service offered in this portal is intended exclusively for service providers who wish to use BMW CarData. The service is currently being introduced gradually for BMW ConnectedDrive customers in European countries. The functions are available free in the BMW ConnectedDrive customer portal.

3.1.1.8 BMW Key and Service history for Independent Operators (BMW KaSIO)



Figure 21 BMW KaSIO symbol



Please note that certain functions are only available when using a KeyReader or KeyReader Plus device.

The KaSIO application (**Key and Service history for Independent Operators**) supports service acceptance and implementation. Using one of the KeyReaders or KeyReader Plus connected to the computer, the

service requirements of BMW Group vehicles as well as the key data can be displayed. The required historical data, to which current vehicle data is added, is stored on central BMW servers. This vehicle data, exact to the day, is read in using KeyReaders and then stored for 7 days on the central BMW servers. KaSIO currently offers the following functionalities:

- Reading and displaying the key data
- Displaying the service history
- Writing the Service History based on the key data or after manually inputting the vehicle identification number
- Printing the proof of maintenance
- Creating a dynamic maintenance schedule (for BMW Motorrad only)
- Displaying available Technical Campaigns

The screenshot shows the KaSIO application interface. At the top, it displays 'Vehicle identified using key' with a key icon and 'Odometer reading: 3,301 km'. Below this, there are buttons for 'K', 'CU', 'HV', 'BF', and 'ER'. The 'Read date: 13-Nov-2019 13:15:02' and 'Write date: 09-Jun-2017 15:05:00' are also visible. The main menu on the left includes 'Status information', 'Key data', 'Condition Based Service (CBS)', 'Check Control messages (CC messages)', 'Dynamic vehicle data', 'AdBlue', 'I level', 'Navigation', 'Vehicle data', and 'Optional equipment'. The 'Create entry in the service history' dialog is open, showing a table of service history entries. The 'Vehicle check' pop-up is also visible, displaying various vehicle details.

Create entry in the service history	
Select which services were carried out	
Remaining distance	9,000
Remaining service life	10/2016
Service counter	1
carried out	☐

Vehicle check	
CBS ID	00100
Description	Vehicle check
CBS position is covered by a BSI contract	No
Flat rate unit number	00 00 624
Flat rates	6 AW
Remaining service life	09/2018
Remaining distance	33,000 km
Include range	5,000 km
Service counter	1

Figure 22 KaSIO application - example for writing the service history



Please note: The entries in the Service History will not yet be displayed in the vehicle upon being transmitted to the central vehicle description module (FBM) of BMW AG. The entries must be written into the vehicle via the ISTA application using an ICOM in order for the vehicle to be able to display them. Further information about the ISTA application can be found on the start page of the application.



Important: Not all vehicles support the display of the Service History entries in the vehicle.

3.1.1.9 Partslink24



Figure 23 partslink24 Symbol

Partslink24 is the online marketplace for independent workshops for identifying and ordering original spare parts from authorized BMW Retailers.

The advantages are, among other things, uniform part identification and ordering process with more than 9.8 millions parts, unique part selection via VIN entry, display of the manufacturer's recommended retail price and, if necessary, personal purchasing prices.

You can export the parts lists that you create in the Elektronischer Ersatzteilkatalog application as a csv file and import to Partslink24.

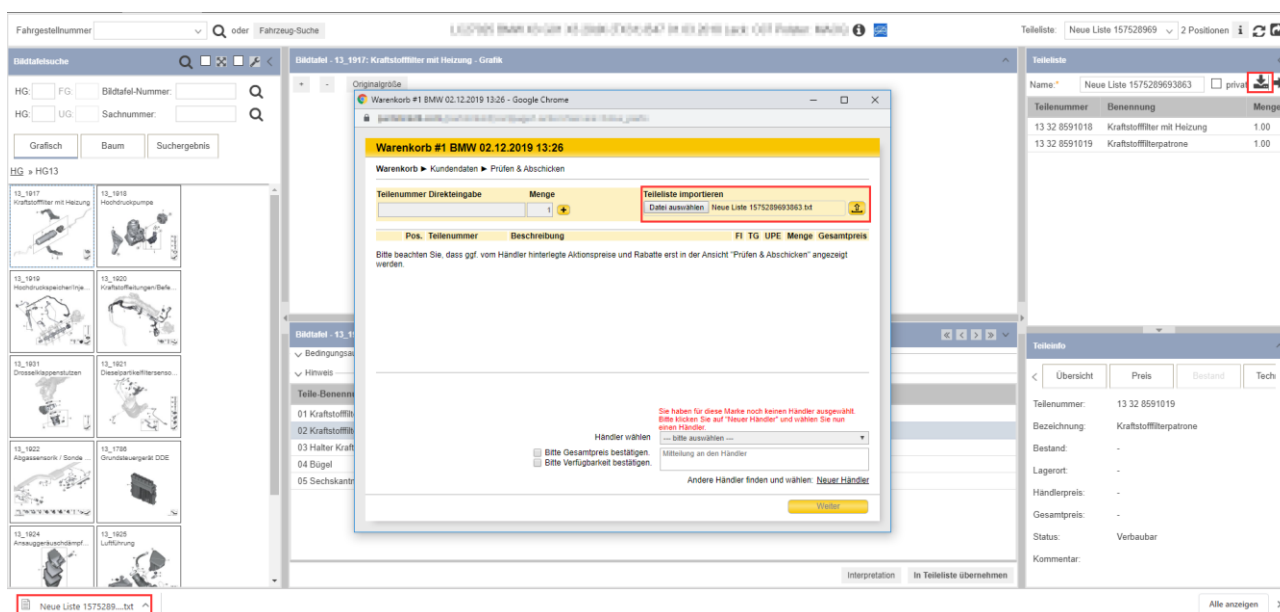


Figure 24 partslink24 - importing a parts list

Please note that this service is offered by a BMW authorised workshop. The BMW authorised workshop is responsible for the content and the support of the service. The Terms and Conditions of the respective BMW authorised workshop apply exclusively.



To utilize Partslink24, a subscription is required, which must be concluded directly with Partslink24.

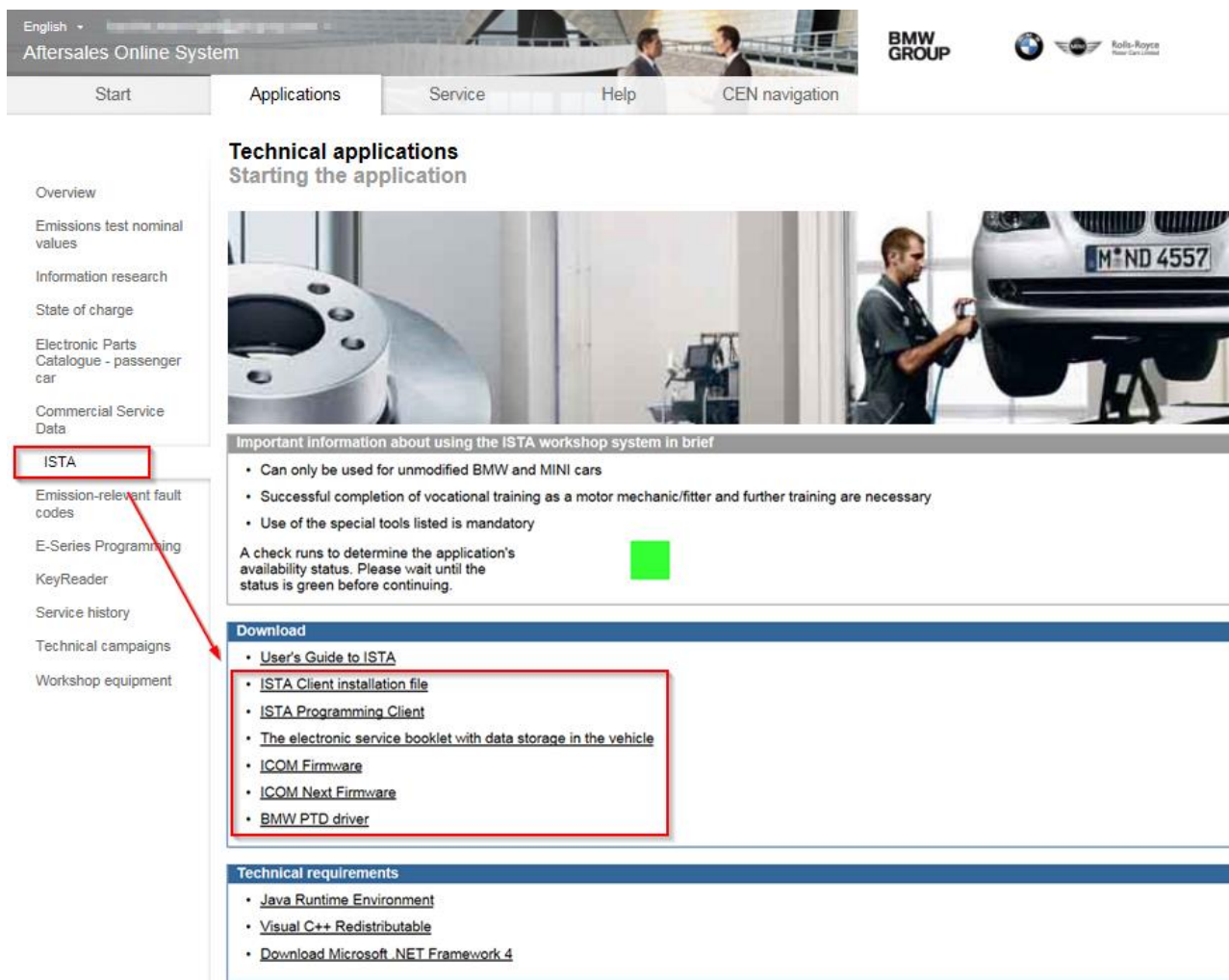
3.1.2 Client applications

Client applications with their own software must be installed before they can be used. Since important updates are regularly released for the applications, we recommend checking before use if updates were released.



For applications that communicate with the vehicle, it must be ensured that the drivers of the vehicle interface (BMW ICOM or pass-through tool) are up-to-date.

The installation files can be found on the start page of the application (as shown here using the example of the ISTA - Workshop System):



The screenshot displays the BMW Aftersales Online System (AOS) interface. The top navigation bar includes 'English', 'Aftersales Online System', and tabs for 'Start', 'Applications', 'Service', 'Help', and 'CEN navigation'. The left sidebar lists various options, with 'ISTA' highlighted in a red box. A red arrow points from the 'ISTA' box to the 'Download' section of the main content area. The main content area is titled 'Technical applications' and 'Starting the application'. It features a large image of a technician working on a car. Below the image, there is a section titled 'Important information about using the ISTA workshop system in brief' which lists three bullet points: 'Can only be used for unmodified BMW and MINI cars', 'Successful completion of vocational training as a motor mechanic/fitter and further training are necessary', and 'Use of the special tools listed is mandatory'. A green square indicates that a check to determine the application's availability status is complete. The 'Download' section lists several files for download, including 'User's Guide to ISTA', 'ISTA Client installation file', 'ISTA Programming Client', 'The electronic service booklet with data storage in the vehicle', 'ICOM Firmware', 'ICOM Next Firmware', and 'BMW PTD driver'. The 'Technical requirements' section lists 'Java Runtime Environment', 'Visual C++ Redistributable', and 'Download Microsoft .NET Framework 4'.

Figure 25 ISTA workshop system

3.1.2.1 ISTA workshop system



Figure 26 ISTA workshop system symbol

ISTA (Integrated Service Technical Application) is the application for electrically diagnosing vehicles of the BMW Group. The application offers the following options:

- Vehicle identification for specific vehicle management
- Service functions
- Information research for repair and maintenance
- Guided troubleshooting
- Programming vehicles with vehicle electrical system 2020 (In the car sector, this affects all vehicles of the F range and newer. Information as to which motorcycle models are affected can be found in the AOS portal under "Service" -> "Downloads".)
- Updating the service history in a vehicle

The further subsections provide a brief overview of the most important functions of the ISTA workshop system application (analogous to the E Series programming application for older vehicle models). Please use the user guide on the splash page of the application to obtain further details.



In order to use the programming function, "ISTA Programming Client" must be installed. You will find it on the start page of the application.



The I level of the vehicle and the existing connection via ICOM is automatically updated when ISTA starts.



Both ISTA and the "ISTA Programming Client" are updated regularly. Please note that it is only possible to start the application when using the latest version.

When a new version is available, you will always be informed in the section "Aktuelles" on the "Start" page → "Überblick".



Important: To use this correctly, you are required to have completed training as a mechatronics technician as well as regular further training. Use of the special tools listed is mandatory. It can only be used for unmodified vehicles.



We expressly point out the fact that if the programming procedure is not carried out properly, the road safety of the vehicle may be impaired.

Vehicle diagnosis and programming

The "ISTA workshop system" application immediately performs a brief diagnosis when connected to a vehicle. Errors that are found here are stored in the error memory.

A complete diagnosis of the connected vehicle can be carried out at any time via the "Troubleshooting" tab.

The screenshot displays the ISTA workshop system interface. At the top, there is a header bar with icons for home, search, print, and settings. Below this, the 'Integrated Service Technical Application' title is visible. The main area shows a navigation menu with tabs: Operations, Vehicle information, Vehicle management (highlighted in red), Service plan, Favourites, and Workshop/Operating fluids. Under 'Vehicle management', the 'Software update' tab is also highlighted in red. Other tabs include Repair/maintenance, Troubleshooting, Service functions, Control Unit Replacement, Vehicle modification, Fault memory, Fault patterns, Function Structure, Component Structure, Text Search, and SAE fault code input. The main display area shows a table with columns: Code, Description, Mileage, and Class. The table contains one entry: S 0711, High-voltage battery unit: No serial number stored in the SME, 11507. At the bottom, there is a status bar showing 'Number of fault memories: 1 / 1', 'No. fault patterns: 0', and 'Filter: Default'. Below the status bar are buttons for 'Show fault code', 'Delete fault memory', 'Filter fault memory', 'Delete filter', 'Show completely', and 'PuMA measures'.

Code	Description	Mileage	Class
S 0711	High-voltage battery unit: No serial number stored in the SME	11507	

Number of fault memories: 1 / 1 No. fault patterns: 0 Filter: Default

Show fault code Delete fault memory Filter fault memory Delete filter Show completely PuMA measures

Figure 27 ISTA workshop system - Overview of diagnosis and programming

The programming of functions and/or an update of the connected vehicle is possible via the "Software update" tab.



Figure 28 ISTA workshop system - Vehicle update



Raising the I level of a vehicle is performed automatically on successful connection between the vehicle, the ICOM and the "ISTA workshop system" application.



Important: To use this correctly, you are required to have completed training as a mechatronics technician as well as regular further training. Use of the special tools listed is mandatory. It can only be used for unmodified vehicles.



We expressly point out the fact that if the programming procedure is not carried out properly, the road safety of the vehicle may be impaired.

Writing the Service History to a vehicle

To be able to transfer the service history entry that you created in the "KaSIO" application to the vehicle, it is necessary to use ISTA and an ICOM.

To do this, utilise the "Service functions" item in the "Vehicle Management" tab.

Operations	Vehicle information	Vehicle management	Service plan	Favourites	Workshop/ Operating fluids	Measuring devices	
Repair/ Maintenance	Troubleshooting	Service functions	Software update	Control Unit Replacement	Vehicle modification		

Figure 29 ISTA workshop system - write service history into vehicle

3.1.2.2 E Series programming



Figure 30 E series programming symbol

The *E series programming* application can be used to program control units in unmodified BMW and MINI vehicles.



Vehicles with vehicle electrical system 2020 can no longer be programmed via the "E series programming" application, but only using the "ISTA workshop system" application. In the car sector, this affects all vehicles of the F range and newer. Information as to which motorcycle models are affected can be found in the AOS portal under "Service" -> "Downloads".



The "E Series programming" application is updated regularly. Please note that it is only possible to start the application when using the latest version.

When a new version is available, you will always be informed in the section "News" on the "Start" page → "Overview".



Important: To use this correctly, you are required to have completed training as a mechatronics technician as well as regular further training. Use of the special tools listed is mandatory. It can only be used for unmodified vehicles.



We expressly point out the fact that if the programming procedure is not carried out properly, the road safety of the vehicle may be impaired.

3.1.2.3 RDC tool (tyre pressure control)



Figure 31 RDC tool symbol



To use the application, the diagnosis article "RDC Tool" is also needed; it can be ordered in the AOS under "Service" → "Diagnosis articles".

With the TPM tool, information from the tyre can be transferred to the tyre valves for BMW vehicles and BMW motorcycles. This allows diagnosis independently of the vehicle generation, and for more recent models (from G20 and with the appropriate wheel electronics present) also programming of the wheel electronics. The RDC tool reads out the QR codes of the tyre and then transmits the contents to the tyre valves, which in turn transmit this information to the vehicle. With the RCD tool, DataMatrix codes from original BMW replacement parts can also be read out and transferred to ISTA.

4 Support

If you do not know how to proceed, we can support you in the following ways:

4.1 FAQs

In the "Help" portal area, we have compiled a selection of the most frequently asked questions and answers. Clicking on a question displays the associated answer.

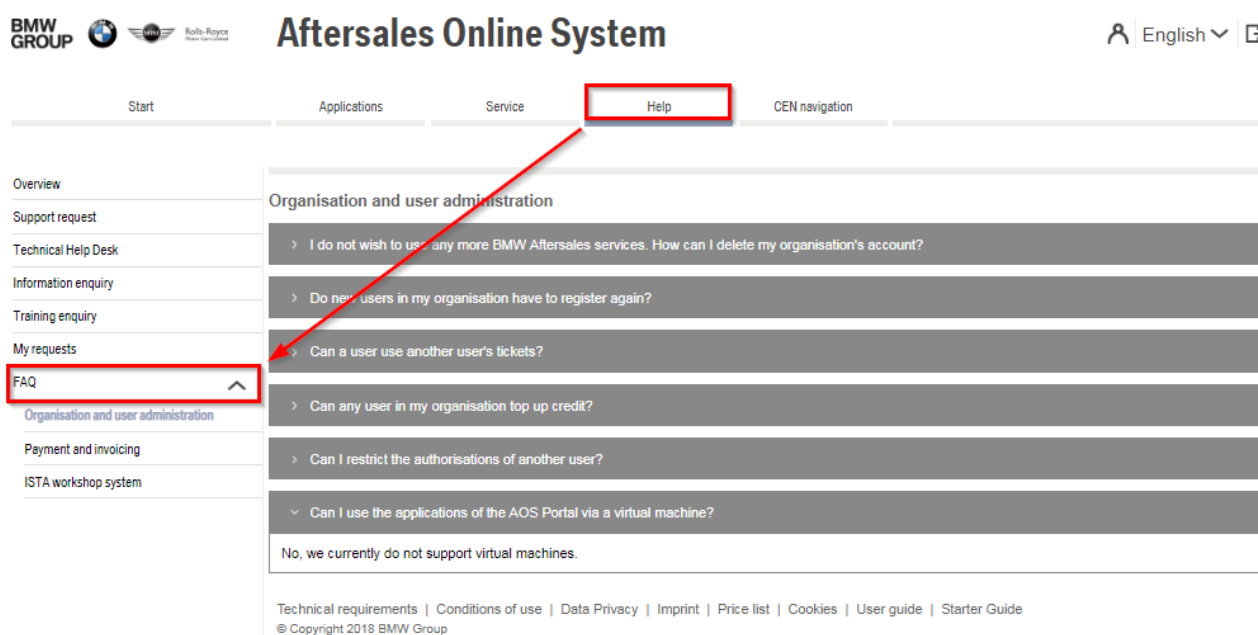


Figure 32 FAQs

4.2 Support request

You can contact our support via "Help" → "Support request". Please fill in the form as precisely as possible so that our agents can help you as quickly as possible:

Start	Applications	Service	Help	CEN navigation
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Overview

Support request

Technical Help Desk

Information enquiry

Training enquiry

My requests

FAQ

Support request

Request to Support

Description of problem

Affected application *

Please select

Type of problem *

Please select the previously affected application

Frequency *

Please select

Ability to work *

Please select

Number of affected devices *

Please select

Description of problem *

Figure 33 Support request



Note: We provide support in every language that is offered in the portal.

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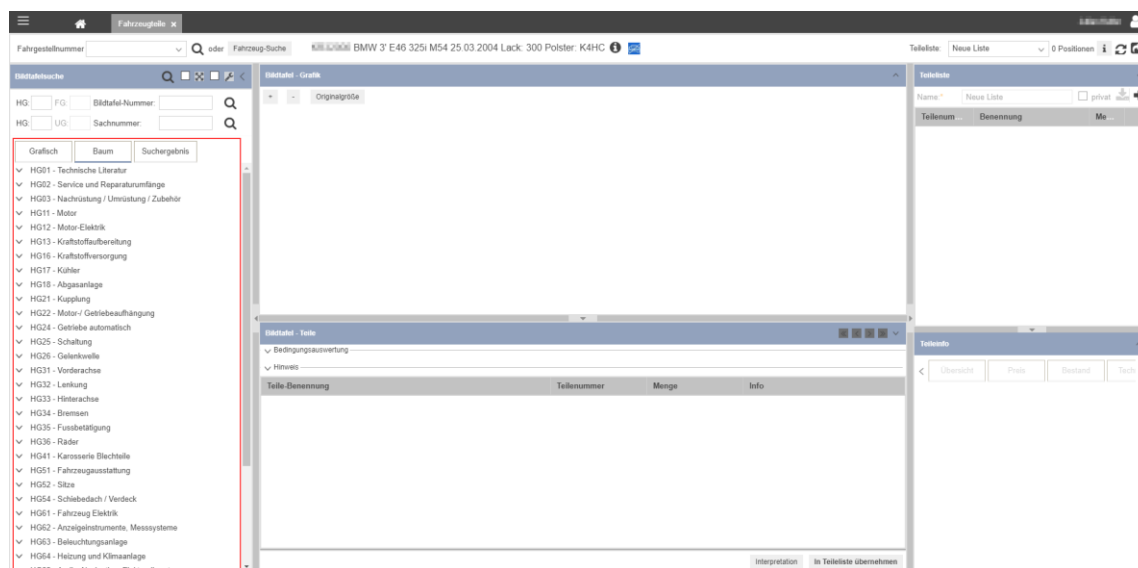


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