



# AOS Starter Guide

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## Table of contents

Table of contents .....	2
1 Introduction .....	3
1.1 Registration .....	3
2 Initial steps in the portal .....	5
2.1 Overview of the portal design .....	5
2.2 Getting Started .....	6
2.3 Required hardware (purchase recommendation) .....	7
2.3.1 Hardware set-up .....	8
2.3.2 Vehicle interfaces .....	9
2.4 Buying a ticket .....	11
2.5 My invoices .....	15
2.5.1 Invoice download .....	15
2.5.2 Payment of open invoices [only BMW CarData] .....	15
3 Applications and their use .....	16
3.1 Application types .....	17
3.1.1 Web applications .....	17
3.1.2 Client applications .....	24
4 Support .....	35
4.1 Support request .....	35
List of tables .....	37
List of figures .....	38

# 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 servicing 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.

\*Certain 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:

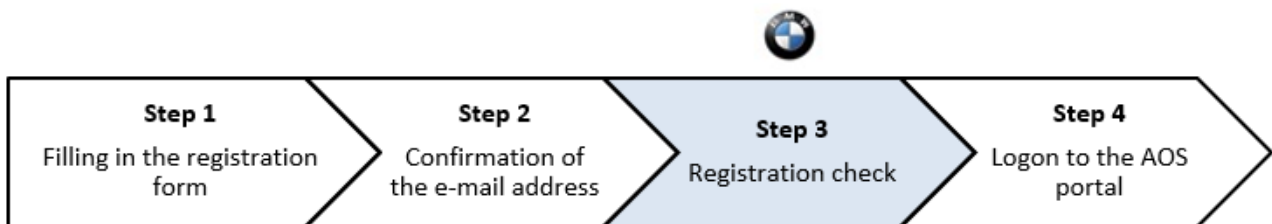


Figure 1 Registration process

**Step 1:** Fill 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

 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:

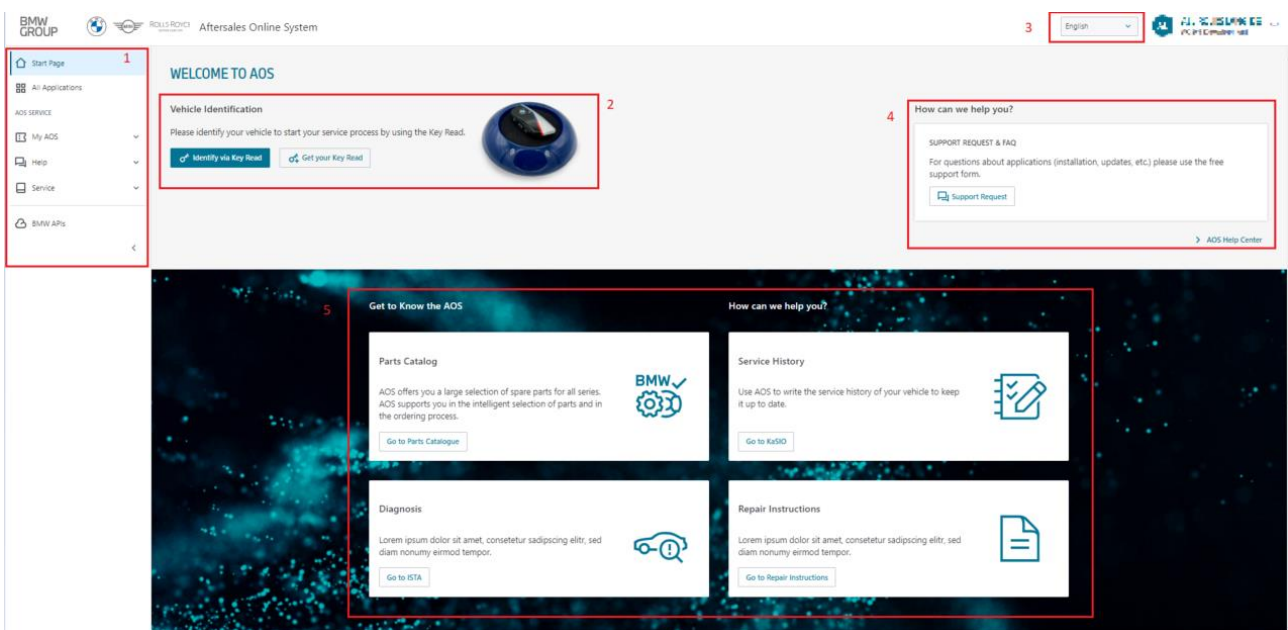


Figure 2 Home page after successful login

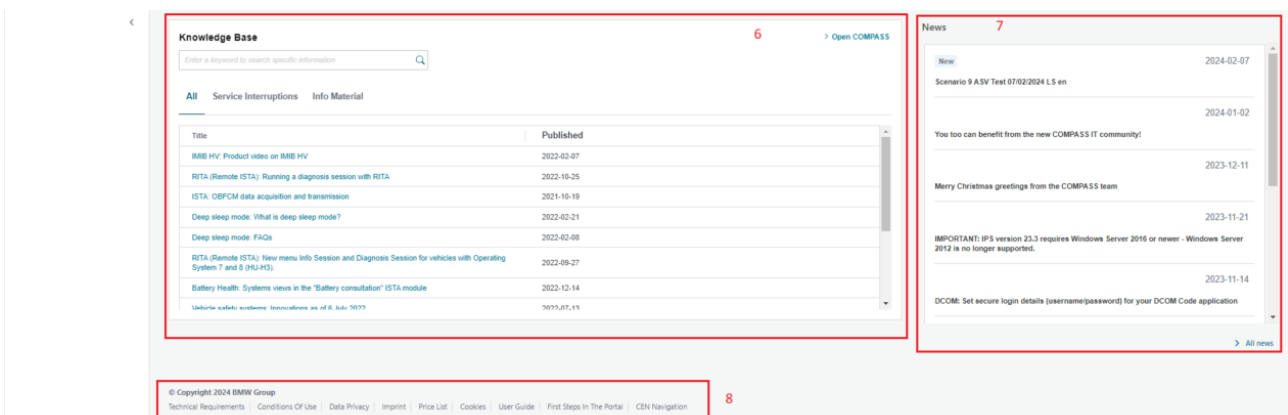


Figure 3 Home page continued

The AOS home page is divided into the following areas.

<b>1</b>	<b>Main navigation</b>	In the main navigation you can find access to all applications, your AOS settings, the help and service area as well as the BMW APIs.
<b>2</b>	<b>Vehicle identification and determination of requirements by means of KeyReader</b>	Here you can find access to the KaSIO application or the order form for the BMW KeyReader.
<b>3</b>	<b>Language selection</b>	Here you can select a language from the drop-down menu in which you would like to use the AOS portal.
<b>4</b>	<b>Support requests</b>	If you have any questions about applications (installation, updates etc.), please use our free support form.
<b>5</b>	<b>The most important applications at a glance</b>	Quickly access the most important applications of the AOS portal.
<b>6</b>	<b>Knowledge database</b>	Access information material and current information on server interruptions via the knowledge database.
<b>7</b>	<b>Current</b>	Here you can find the latest news about the AOS portal.
<b>8</b>	<b>Footer</b>	You can access content via the footer, e.g.: Technical requirements, terms of use, data protection, imprint, price list, cookies, the user guide, first steps in the portal and standardised navigation.

Table 1 AOS home page description

## 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 to the vehicle using the ISTA application](#)
- View repair instructions using the AIR application
- [Search for replacement parts using the Electronic Parts Catalogue application](#)
- [Order genuine 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/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\$)":

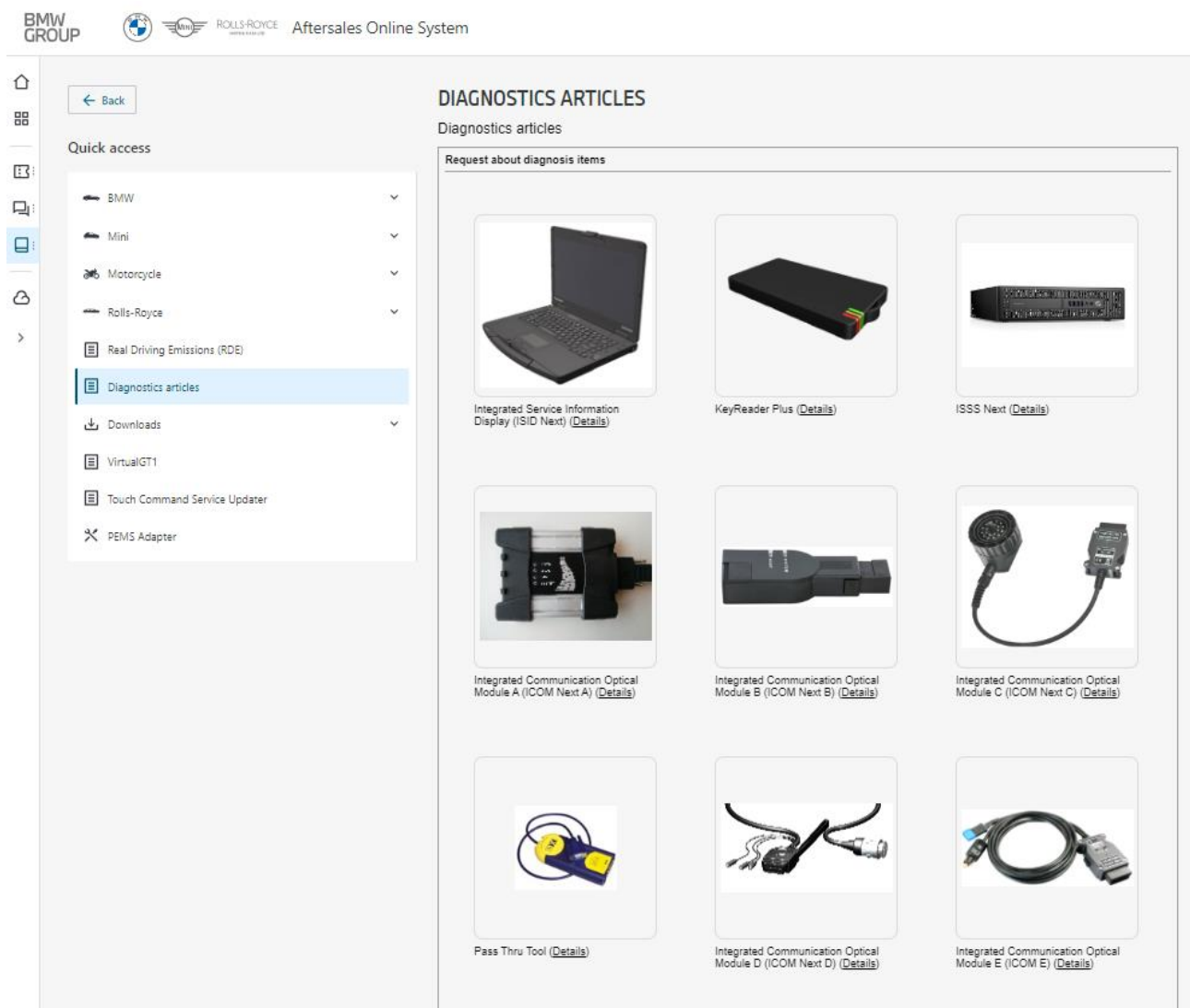


Figure 4 Diagnosis articles

### 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 showing important information notes for use of the current version is displayed. Please click on "Accept" to confirm that you have read it.

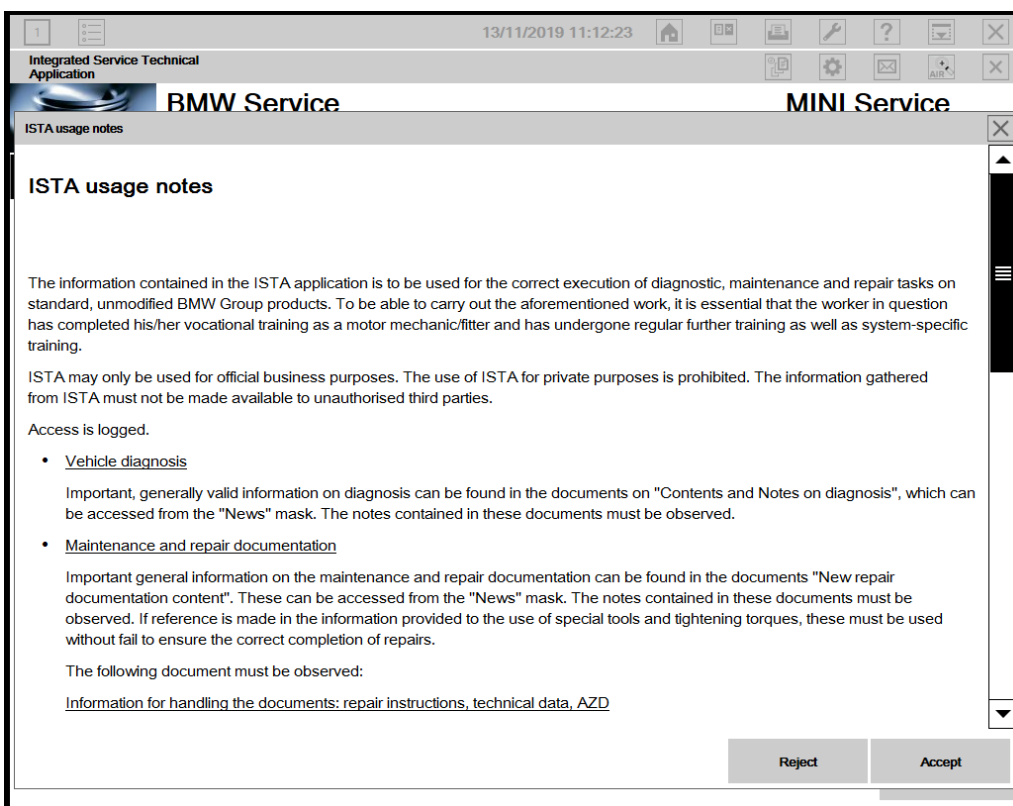


Figure 5 ISTA workshop system - Instructions for use

When you have connected the ICOM as described above, the connected ICOM appears in a new window. The designation of the ICOM, the type, the vehicle identification number of the vehicle 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.



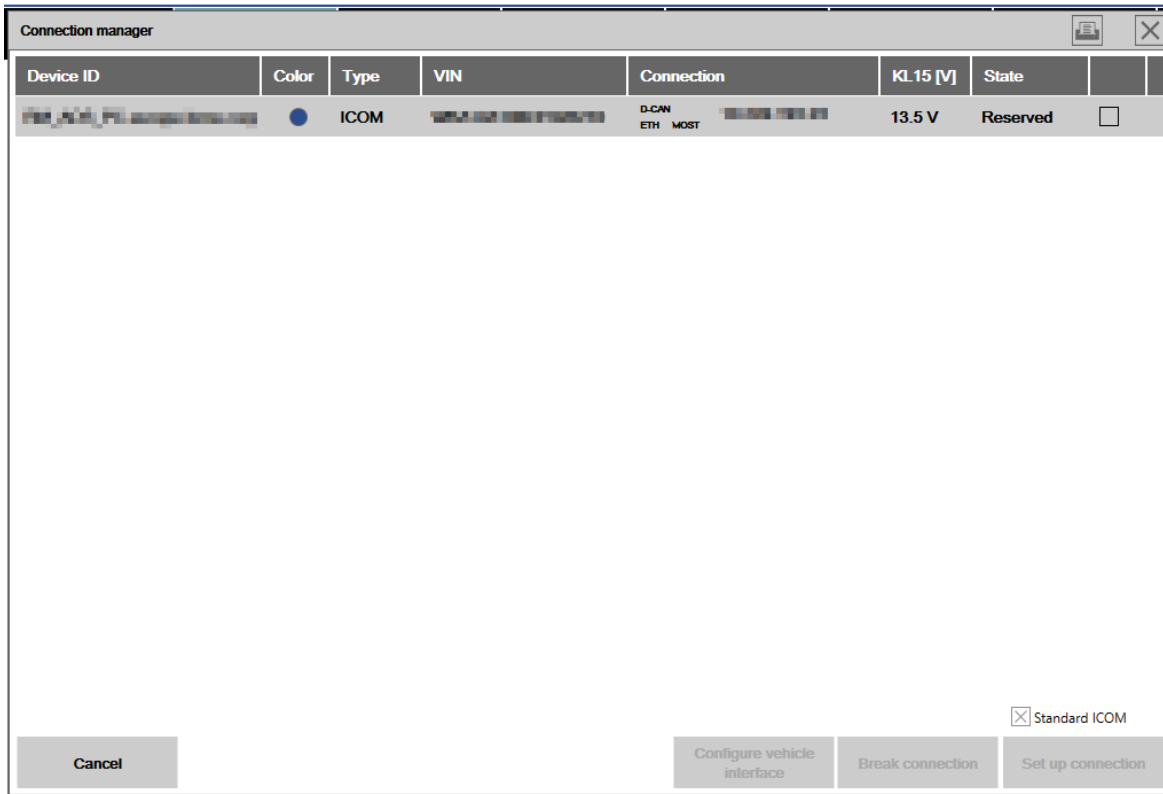


Figure 6 ISTA workshop system - Connection Manager

**i** 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 interface   
	Vehicle network 2020	16 pin 'OBD' diagnostic socket 	16 pin 'OBD' diagnostic socket 

Table 2 Vehicle interfaces - passenger car

**Motorcycle**

Connection	Required interfaces	
16 pin diagnostic socket	 <p data-bbox="719 544 991 577">Figure 7 ICOM Next A</p>	
10 pin diagnostic socket (round)	 <p data-bbox="719 817 991 851">Figure 8 ICOM Next A</p>	 <p data-bbox="1082 795 1353 828">Figure 9 ICOM Next D</p>
3 pin diagnostic socket (rectangular)	 <p data-bbox="719 1090 991 1124">Figure 10 ICOM Next A</p>	 <p data-bbox="1074 1068 1299 1102">Figure 11 ICOM E</p>

Table 3 Vehicle interfaces - Motorrad

**2.4 Buying a ticket**

Tickets can be bought via the "(\$My tickets\$)" menu item.

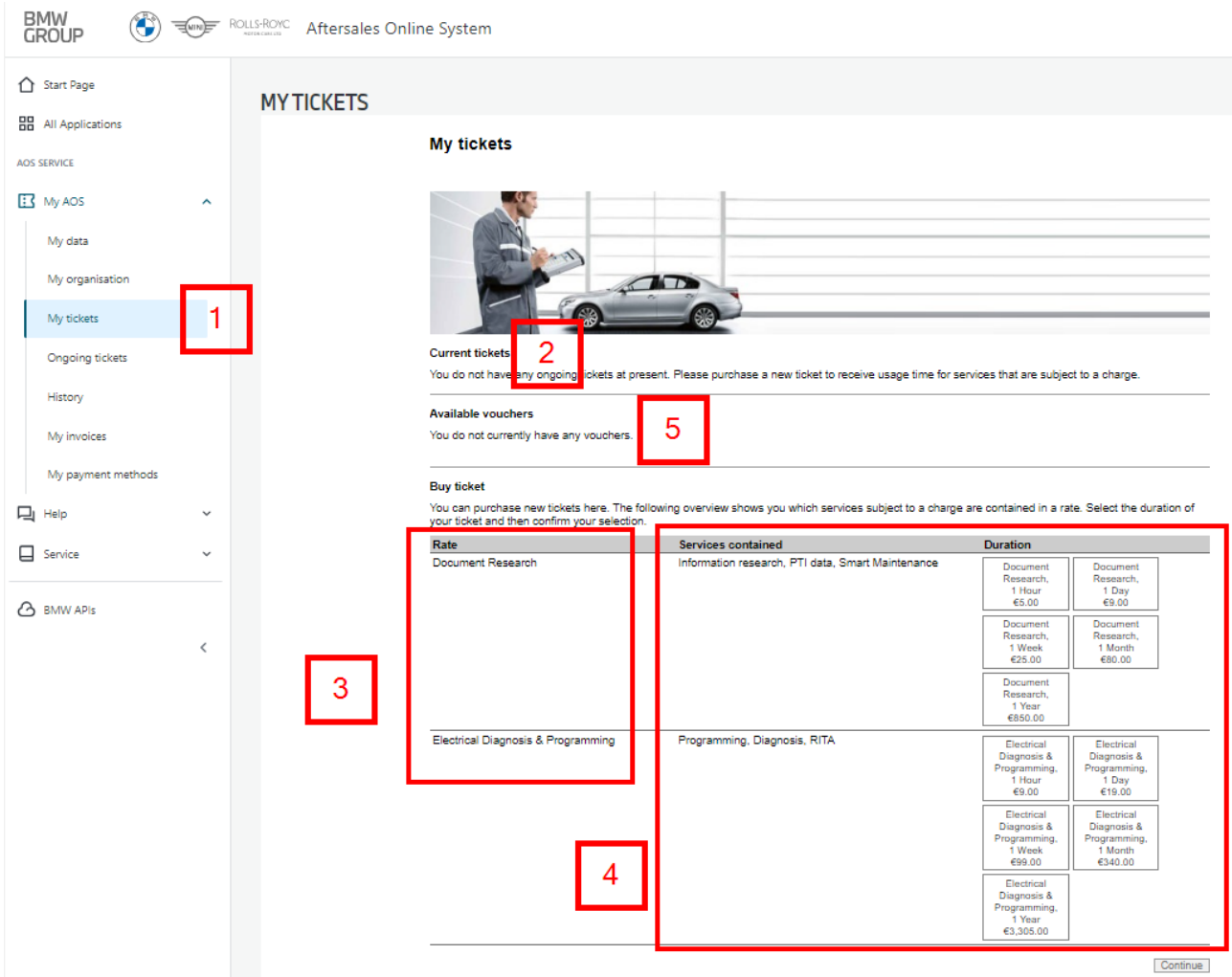


Figure 12 Buying tickets

1. "My tickets" menu item in the "My AOS" portal area

2. Overview of current tickets

3. Overview of the types of ticket offered to you

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

4. Selection of duration


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

	<p>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: <a href="https://aos.bmwgroup.com/price-list">https://aos.bmwgroup.com/price-list</a></p>
--	--

5. Available vouchers

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

Clicking on "(\$Continue\$)" books 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.

### Payment

#### Overview of the purchase order

Note: This order is valid for [redacted] 1

---

#### Invoice address

Organisation: [redacted]  
Address: [redacted] 2  
Country: [redacted]  
UID-Nr.: [redacted]

Note: Please check the organisation data specified here. If you wish to change this, you can submit a change request via 'My organisation'. Please note the following: This request must be checked by an AOS administrator.





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#### Transaction details

Transaction:	Basic tariff daily ticket
Price (net):	€30.00
Plus value added tax (0%):	€0.00
<b>Total amount (gross):</b>	<b>€30.00</b>

---

#### Payment methods 4

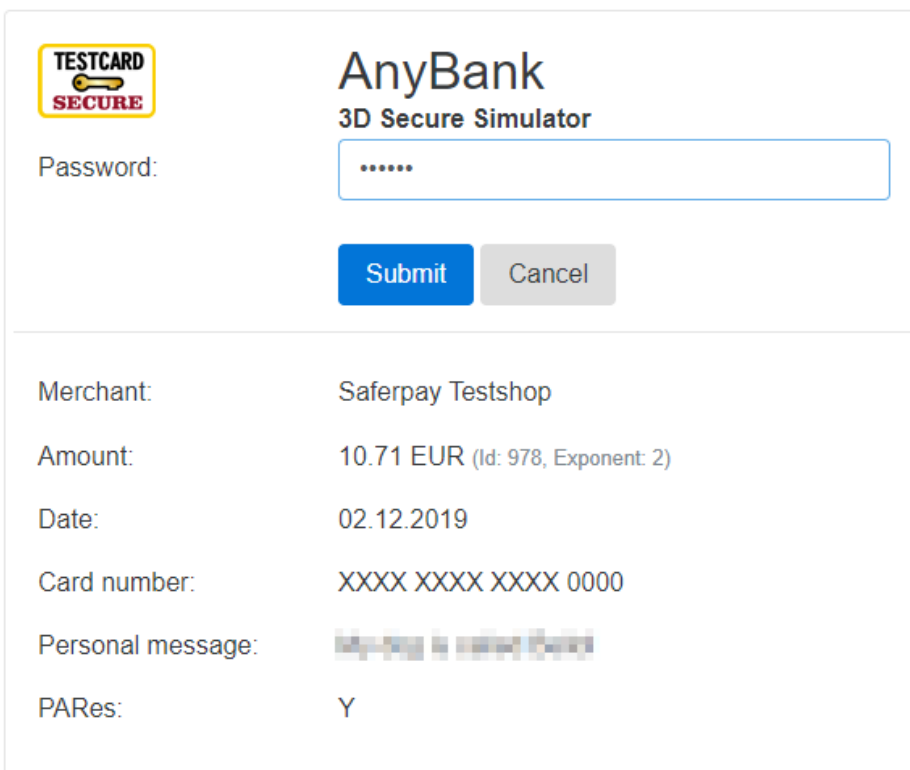
<input checked="" type="radio"/>	 Visa	[redacted]	[redacted]	05/2025
<input type="radio"/>	 Visa	[redacted]	[redacted]	06/2029
<input type="radio"/>	 Visa	[redacted]	[redacted]	05/2029
<input type="radio"/>	 Visa	[redacted]	[redacted]	04/2026

CancelPurchase now

Figure 13 Completing ticket purchase

1. This shows for which user in the organisation the ticket was purchased. Please note that the ticket you purchase can always only be used by your user.
2. Invoice address for your purchase: This address must always match your organisation. If you wish to change this data, please abort the payment process and request the changes in the “(\$My organisation\$)” menu item.
3. Overview of transaction costs including VAT
4. Selection of 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.



**TESTCARD**  
**SECURE**

## 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: blurred text

PARES: Y

Figure 14 Verifying ticket purchase





Please Note: Payment for services of the BMW (\$CarData\$) application is, in contrast to other AOS applications, not possible via the credit account. More information can be found in the AOS user 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 their 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		<b>Bezahlen</b>

« 1 »

Figure 15 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 selected invoice. During the payment process, you will be forwarded to your bank’s website to authorise the debit per two-factor authentication.

### 3 Applications and their use

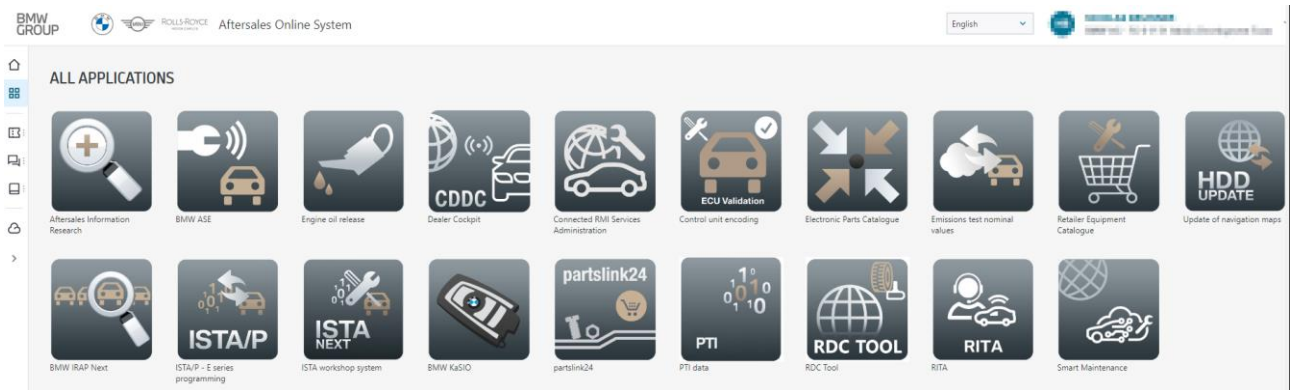


Figure 16 Overview of applications

The AOS portal offers the most varied applications, which are briefly explained in the following. The applications can be accessed via the "(\$Applications\$)" portal area:

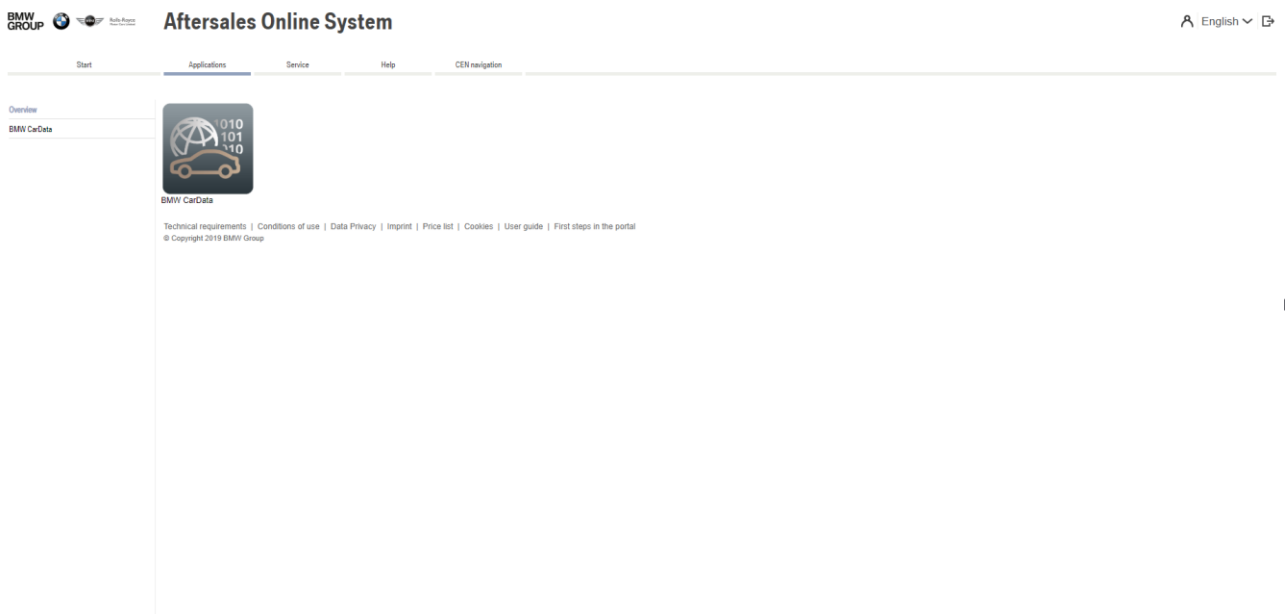



Figure 17 Applications for BMW CarData customers

 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. No additional software needs to be installed. To start these applications, it is necessary to use a supported browser and install the latest Java version. The following web applications are available:

#### 3.1.1.1 Aftersales Information Research (AIR)



Figure 18 AIR icon

The *Aftersales Information Research - AIR* application provides you with an information research system in the area of customer support that displays technical and commercial service data in a single 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 19 Emissions test nominal values icon

The *Emissions test nominal values* application 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 (EPC)



Figure 20 EPC icon

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 name. 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 authorised 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 components”.
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

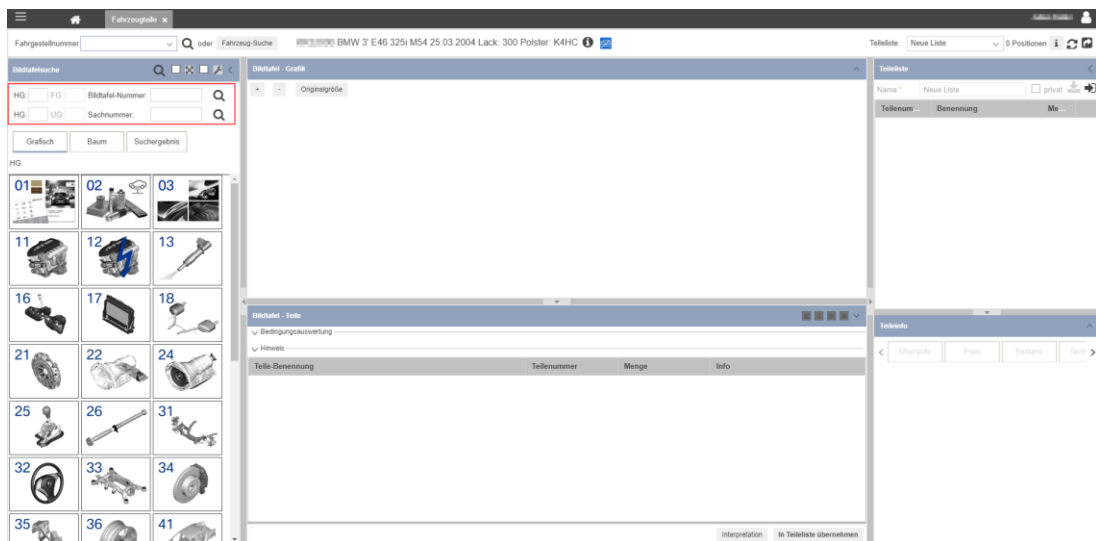


Figure 21 Search by article number

- b. Graphic

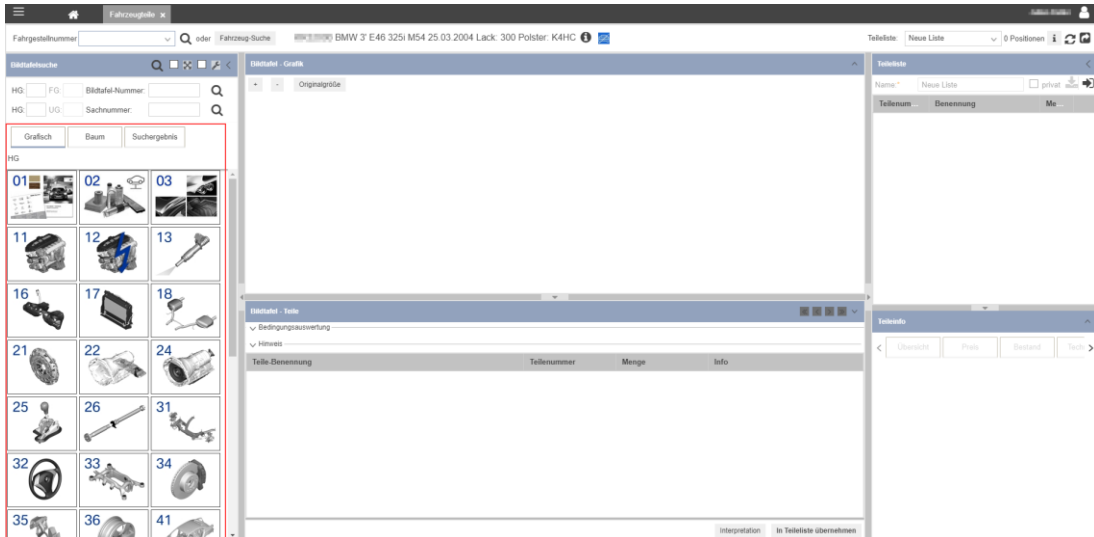


Figure 22 Search by graphic parts selection

c. Tree

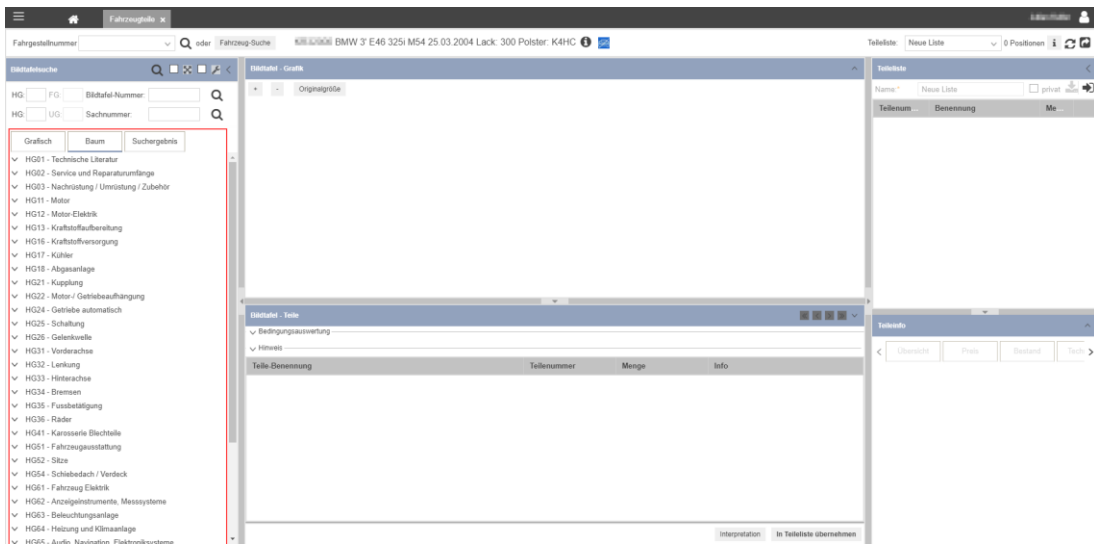


Figure 23 Search via the tree

#### 3.1.1.4 Control unit encoding



Figure 24 Control unit validation icon

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.

#### 3.1.1.5 Retailer Equipment Catalogue



Figure 25 Retailer Equipment Catalogue icon

In the *Retailer Equipment Catalogue* 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.

#### 3.1.1.6 BMW CarData



Figure 26 BMW (\$CarData\$) icon

BMW (\$CarData\$) offers you the option of accessing 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.

### 3.1.1.7 BMW Key and Service history for Independent Operators (BMW KaSIO)



Figure 27 BMW KaSIO icon



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

The KaSIO application (**K**ey and **S**ervice history for **I**ndependent **O**perators) 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 following manual input of the vehicle identification number
- Printing the proof of maintenance
- Creating a dynamic maintenance schedule (for BMW Motorrad only)
- Displaying available Technical Campaigns

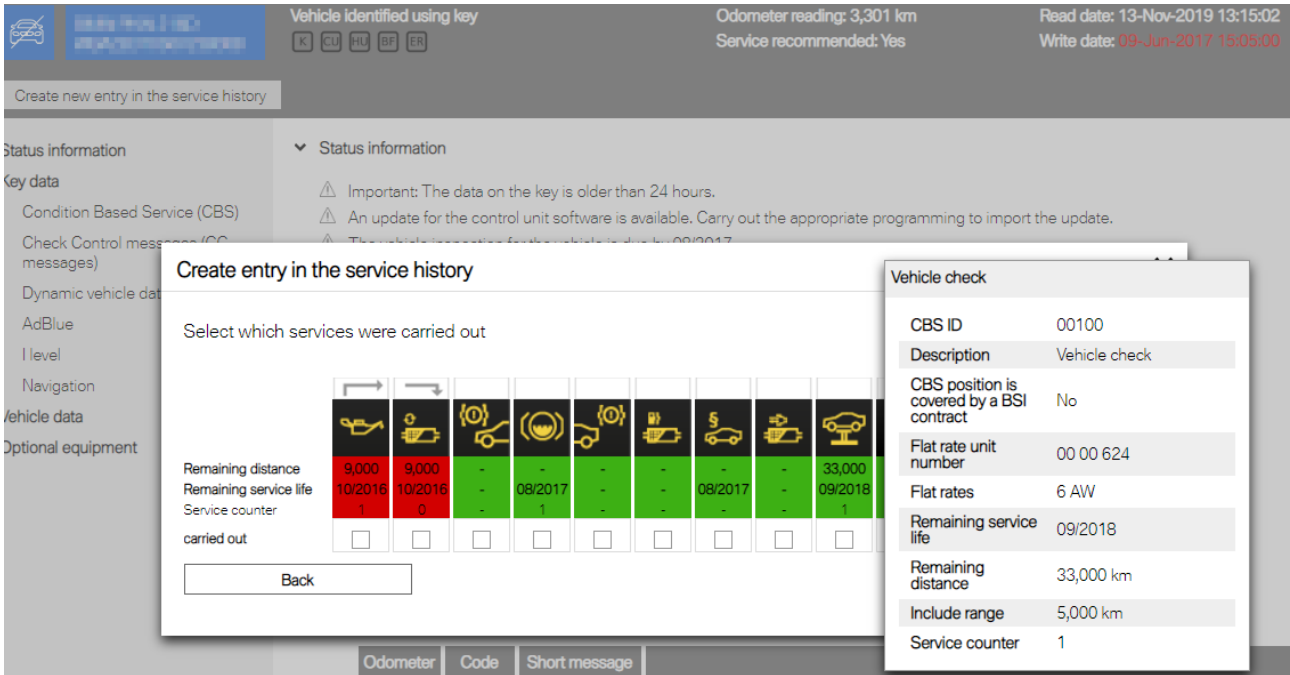




Figure 28 KaSIO application - example of writing the service history

 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.

### 3.1.1.8 Partslink24



Figure 29 (\$partslink24\$) icon

(\$Partslink24\$) is the online marketplace for independent workshops for identifying and ordering genuine BMW replacement parts from authorised BMW Retailers.

The advantages include uniform part identification and ordering process with more than 9.8 millions parts, unique part selection via VIN input, display of the manufacturer’s recommended price and, if necessary, personal purchasing prices.

You can export the parts lists that you create in the (\$Electronic Parts Catalogue\$) application as a .csv file and import to (\$Partslink24\$).

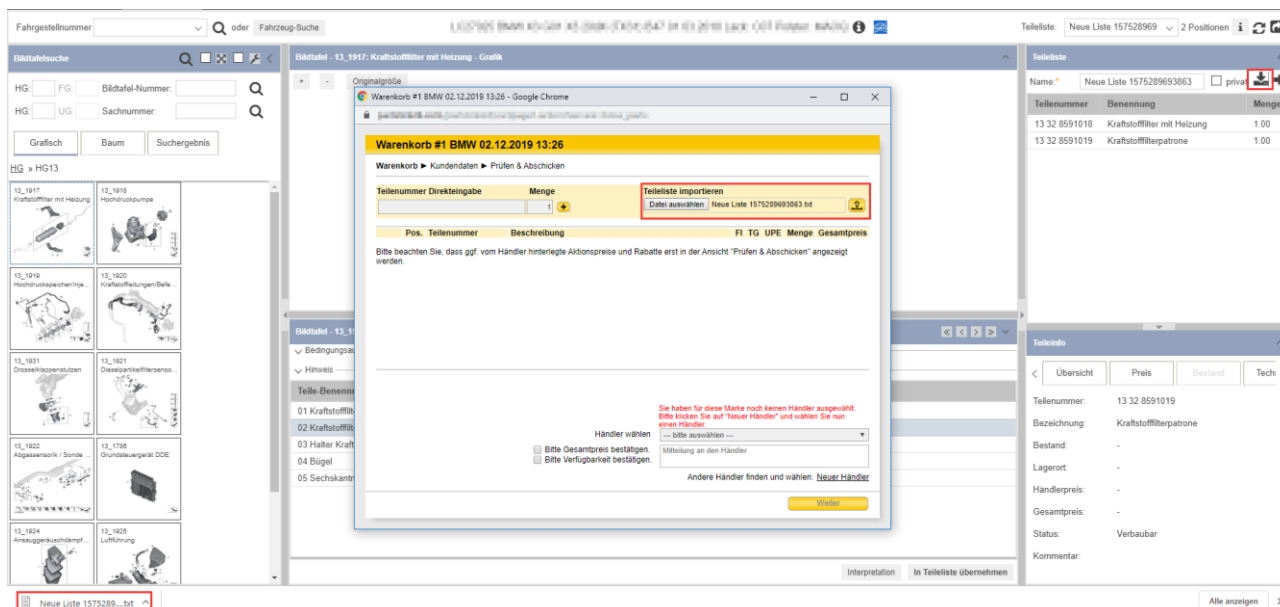




Figure 30 partslink24 - importing a parts list

Please note that this service is offered by an authorised BMW Retailer. The authorised BMW Retailer is responsible for the content and the support of the service. The terms and conditions of the respective authorised BMW Retailer apply exclusively.

 To use (\$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 have been 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):


**Technical applications**  
Starting the application




**Important information about using the ISTA workshop system in brief**

- Use only for unmodified BMW and MINI vehicles.
- It is essential that training courses and further training have been completed for the vehicles.
- Specified special tools are mandatory.

A check runs to determine the applications availability status. Please wait until the status is green before continuing.

 **Start**

**Download**

- [The electronic service booklet with data storage in the vehicle](#)
- [ISTA Client installation file](#)
- [ISTA Programming Data](#)
- [How to update ICOM Firmware](#) 
- [ICOM Firmware](#)
- [ICOM Next Firmware](#)
- [BMW PTD driver](#)
- [IMIR MA installation file](#)

**Technical requirements**

- [Java Runtime Environment](#)
- [Download Microsoft .NET Framework 4](#)
- [Visual C++ Redistributable](#)

Figure 31 ISTA workshop system

### 3.1.2.1 ISTA workshop system



Figure 32 ISTA workshop system icon

*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 repairs and service
- Guided troubleshooting
- Programming vehicles with BN2020 (in the passenger car sector, this affects all vehicles of the F series and newer. Information as to which motorcycle models are affected can be found in the AOS portal under "(\$Service\$)" -> "(\$Downloads\$)" -> "(\$Motorcycle\$)".)
- 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 to the user guide on the splash page of the application to obtain further details.



To use the programming function, the "(\$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 at regular intervals. Please note that it is only possible to start the application when using the latest version.

You can always find out when a new version is available in the "(\$News\$)" section on the "(\$Start\$)" page.



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 on connection 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.

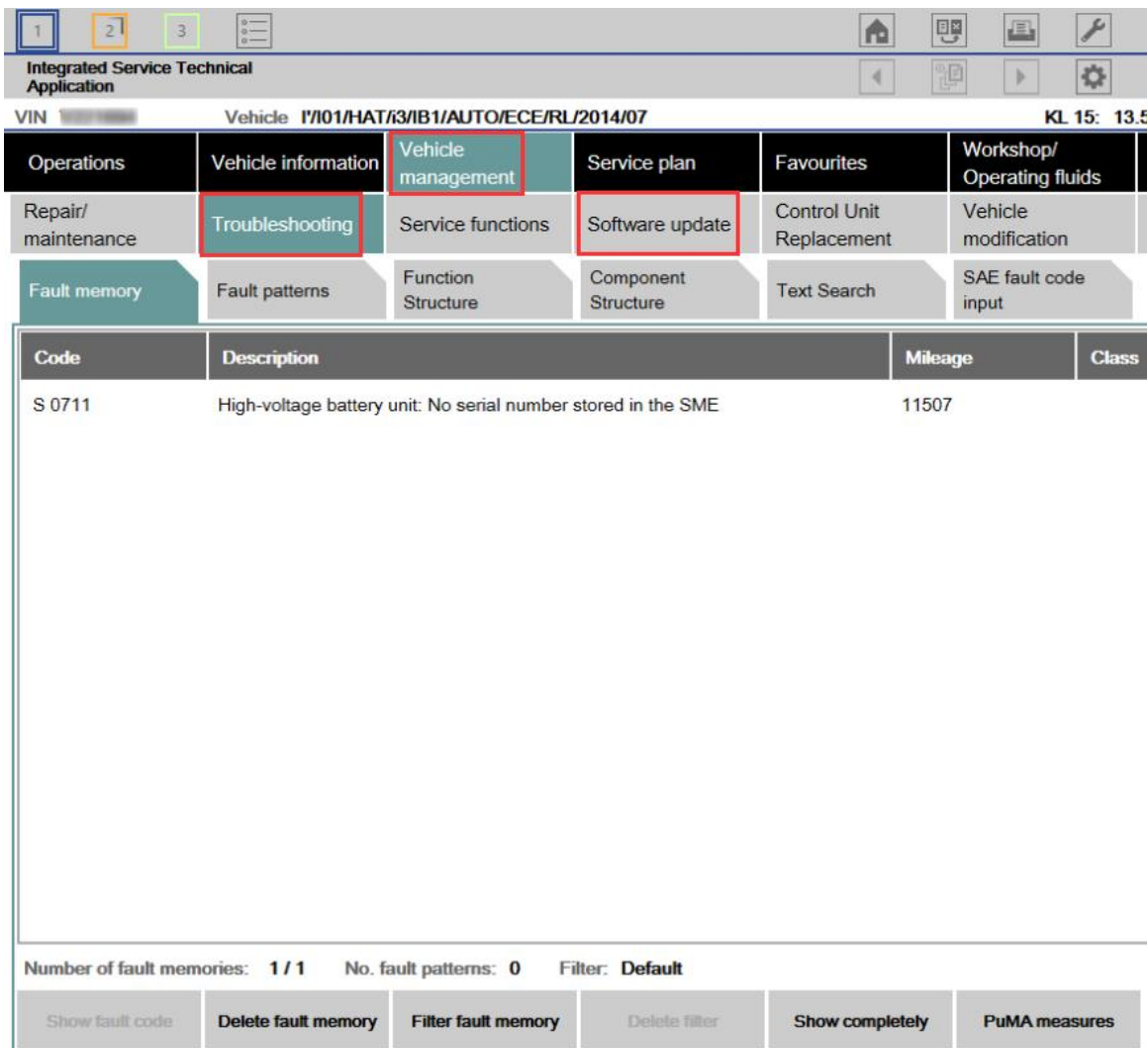


Figure 33 ISTA workshop system - Overview of diagnosis and programming

The programming of functions or an update of the connected vehicle is possible via the "(\$Software update\$)" 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	
Comfort	Advanced	Additional software				

The vehicle was last programmed with programming data 4.1.01 and is being updated as follows:

Integr. level (actual): **F020-16-03-502**

Integr. level (target): **F020-16-07-502**

Actions to be performed: **26**


Duration software update (estimated): **00:28:32**


The following control units will receive a software update in this context:


- ACSM
- DME
- EGS
- FEM
- KOMBI
- REM
- ZGM

Display operations report
Display measures plan
Execute measures plan

Figure 34 ISTA workshop system - vehicle update

 The I level of a vehicle is automatically updated if the connection between the vehicle, the ICOM and the "ISTA workshop system" application is successful.

 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

In order 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, use 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 35 ISTA workshop system - write service history to vehicle

### 3.1.2.2 BMW ASE



Figure 36 BMW ASE icon

The BMW Assistant for Service Events (BMW ASE) application is an application for supporting roadside assistance and accident assistance. In the case of a breakdown or an accident, the BMW driver can request help directly from the vehicle via the iDrive menu. The data and voice are routed via the mobile communications network to the BMW back end to the selected and configured assistance partner. In BMW ASE, the configured assistance partner can view the current vehicle data for each Service Event (accident, breakdown) and initiate appropriate measures.

### 3.1.2.3 Dealer Cockpit



Figure 37 Dealer Cockpit icon

The ConnectedDrive Dealer Cockpit is used to display the ConnectedDrive services that have been booked and can be booked, as well as to update the services in the vehicle.

### 3.1.2.4 E Series programming



Figure 38 E Series programming icon

The *ISTA/P 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\$)" -> "(\$Motorcycle\$)".



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

You can always find out when a new version is available in the "(\$News\$)" section on the "(\$Start\$)" page.



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.**

### 3.1.2.5 Integrated Remote Analysis Programming (IRAP) Next



Figure 39 IRAP Next icon

With IRAP Next, technical support can establish a connection to the vehicle and perform remote maintenance, if necessary. IRAP Next is a supplement and is used if required in conjunction with Technical Help Desk requests that can be submitted in the help area of the AOS portal.



An IRAP Next session is not required for every Technical Help Desk request. In their response, the Technical Help Desk may request you explicitly to start an IRAP Next session.

### 3.1.2.6 RDC Tool (Tyre Pressure Monitor)



Figure 40 RDC Tool icon



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 enables diagnosis dependent on 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 content to the tyre valves, which in turn transmit this information to the vehicle. With the RCD tool, data matrix codes from genuine BMW replacement parts can also be read out and transferred to ISTA.

### 3.1.2.7 Engine oil release



Figure 41 Engine oil release icon

The BFAS system is to be used for the release of operating fluids.

### 3.1.2.8 Connected RMI Services Administration



Figure 42 Connected RMI Services icon

Connected RMI Services provides you with access to repair and maintenance-related vehicle data and voice connections for BMW, MINI and Rolls-Royce vehicles. The only prerequisite for this is that a customer explicitly agrees to your request for service release and has a telematics-capable vehicle that is assigned to a customer account.

Connected RMI Service Administration provides the option of performing the service setup and manage your service release requests to the customer.

The use of Connected RMI Service Administration is free. Provision of the vehicle data and voice contacts is subject to a charge. Billing takes place monthly by invoice, with the exception of the setup fees, which are collected directly by credit card as part of the setup process. Further information on pricing can be found in the footer of the “price list”.



### 3.1.2.9 Updating navigation maps



Figure 43 Updating navigation maps icon

The HDD-Update application supports you in updating the navigation maps in the customer vehicle in the following use cases:

- Updating map data in the customer vehicle
- Restoration of map data due to hardware replacement of the head unit

All released and available maps for the navigation device of the affected vehicle are displayed and provided.

As soon as you have downloaded the maps, you can transfer them to the head unit of the corresponding vehicle via a USB stick.

The card is released for use after the transfer using the activation code provided. You will be prompted to enter the activation code via the vehicle's head unit.

### 3.1.2.10 PTI data



Figure 44 PTI data icon

The PTI data application provides you with an information research service that provides the essential technical data needed to perform the statutory vehicle inspection of a particular vehicle. Additional, descriptive documentation on how to perform the vehicle inspection according to EC 2014/45 can be found in AIR.

### 3.1.2.11 RITA



Figure 45 RITA icon

Remote diagnosis is a digital process used remotely (over-the-air) for the detection of vehicle faults and taking appropriate remedial measures. Customers must no longer visit the workshop for troubleshooting. In addition, workshop planning is optimised: Parts, replacement mobility, repair effort and costs can be determined even before the workshop visit. The results of remote diagnosis are analogous to the results of vehicle diagnosis with ISTA.

RITA is a vehicle diagnosis system of BMW AG and is operated using modern cloud technology. It is accessible via browser and does not require installation on the user's computer. The customer does not require a purchased BMW ConnectedDrive service in order for remote diagnosis to be performed on the vehicle.

### 3.1.2.12 Smart Maintenance



Figure 46 Smart Maintenance icon

Under the heading Smart Maintenance, BMW AG provides new types of diagnosis based on over-the-air data from the vehicle. Smart Maintenance data is available for modern vehicles from Service Pack 2018. Diagnosis results are determined on the basis of this data and made available to workshops. Digital Tyre Diagnosis provides information such as tyre wear, tyre damage and which tyres are currently fitted to the vehicle.


## 4 Support

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

### 4.1 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:

Figure 47 Support request

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



## List of tables

Table 1 AOS home page description.....	6
Table 2 Vehicle interfaces - passenger car.....	10
Table 3 Vehicle interfaces - Motorrad.....	11

## List of figures

Figure 1 Registration process .....	3
Figure 2 Home page after successful logon.....	5
Figure 3 Home page continued .....	5
Figure 4 Diagnosis articles .....	7
Figure 5 ISTA workshop system - Instructions for use.....	8
Figure 6 ISTA workshop system - Connection Manager .....	9
Figure 7 ICOM Next A .....	11
Figure 8 ICOM Next A .....	11
Figure 9 ICOM Next D.....	11
Figure 10 ICOM Next A.....	11
Figure 11 ICOM E.....	11
Figure 12 Buying tickets .....	12
Figure 13 Completing ticket purchase.....	13
Figure 14 Verifying ticket purchase .....	14
Figure 15 Invoice overview.....	15
Figure 16 Overview of applications .....	16
Figure 17 Applications for BMW CarData customers .....	16
Figure 18 AIR icon.....	17
Figure 19 Emissions test nominal values icon.....	18
Figure 20 EPC icon .....	18
Figure 21 Search by article number .....	19
Figure 22 Search by graphic parts selection .....	20
Figure 23 Search via the tree .....	20
Figure 24 Control unit validation icon.....	21
Figure 25 Retailer Equipment Catalogue icon .....	21
Figure 26 BMW (\$CarData\$) icon .....	21
Figure 27 BMW KaSIO icon .....	22
Figure 28 KaSIO application - example of writing the service history.....	23
Figure 29 (\$partslink24\$) icon .....	23
Figure 30 partslink24 - importing a parts list.....	24
Figure 31 ISTA workshop system .....	25
Figure 32 ISTA workshop system icon .....	25

Figure 33 ISTA workshop system - Overview of diagnosis and programming.....27

Figure 34 ISTA workshop system - vehicle update .....28

Figure 35 ISTA workshop system - write service history to vehicle.....29

Figure 36 BMW ASE icon .....29

Figure 37 Dealer Cockpit icon .....29

Figure 38 E Series programming icon.....30

Figure 39 IRAP Next icon .....31

Figure 40 RDC Tool icon.....31

Figure 41 Engine oil release icon.....32

Figure 42 Connected RMI Services icon .....32

Figure 43 Updating navigation maps icon .....33

Figure 44 PTI data icon .....33

Figure 45 RITA icon .....34

Figure 46 Smart Maintenance icon .....34

Figure 47 Support request .....35