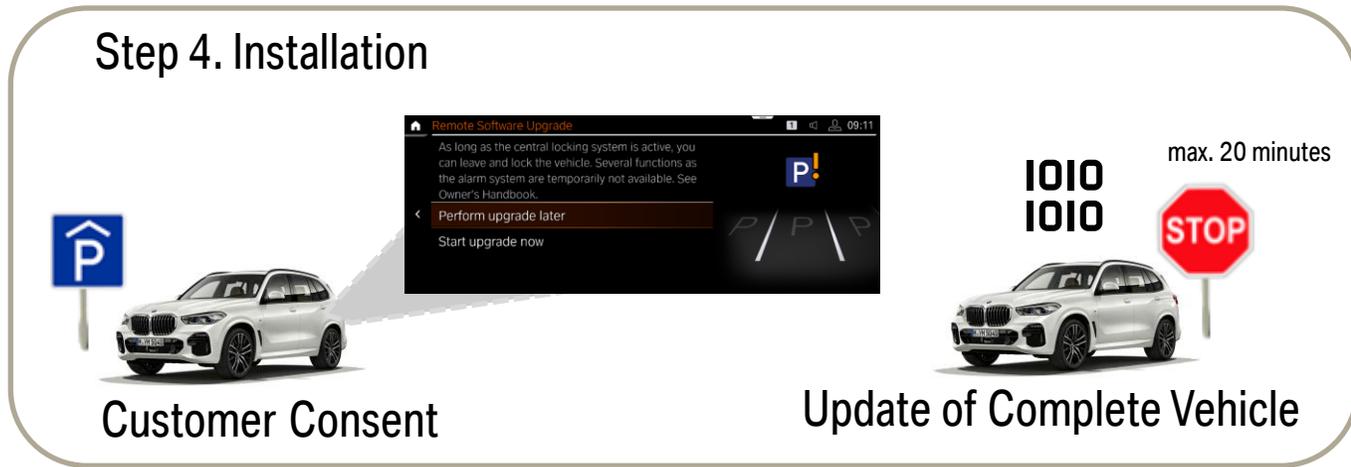
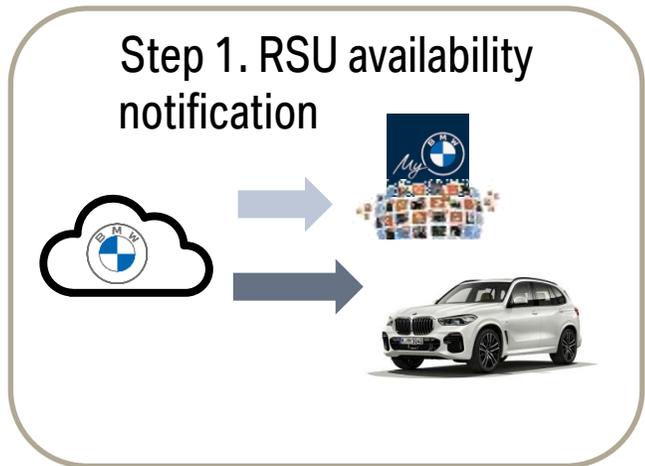
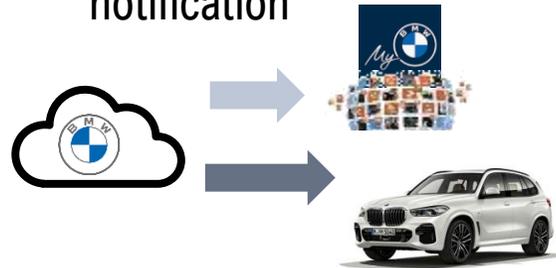


THE 5 STEPS OF THE REMOTE SOFTWARE UPGRADE CUSTOMER PROCESS.



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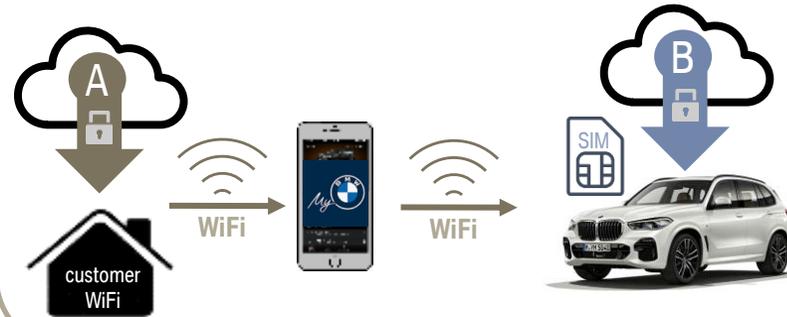
Step 1. RSU availability notification



Requirements for an **RSU availability notification**:

- The customer must have an active ConnectedDrive contract
- The vehicle must be equipped with a HU-H3 head unit (head unit high, MGU – Media Graphics Unit)
- Only vehicles that are in an active RSU Campaign will show and receive any RSU related information

Step 2. Download SW-Data



Process of **Download SW-Data** to the vehicle. The download of the data can be done in two ways:

- A. via My BMW App
 1. The Phone is downloading the SW-Data
 2. The Phone is uploading the SW-Data to the vehicle
- B. Over The Air while driving, using the vehicle SIM-card

Info:

The method of Download SW-data for a campaign is defined centrally by BMW.

Step 3. Preparation



no influence on active functions

Vehicle **prepares** the RSU-Installation :

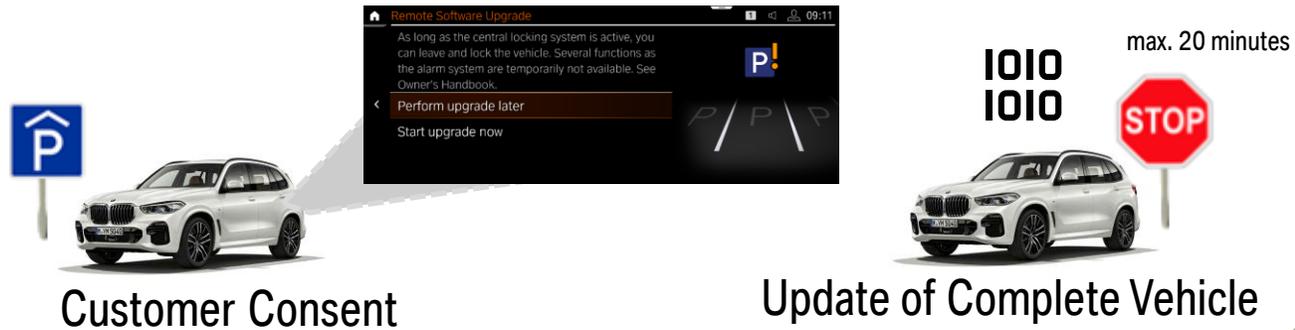
- After the download is completed, the vehicle checks the downloaded content and its current status.
- Software packages are extracting

Info:

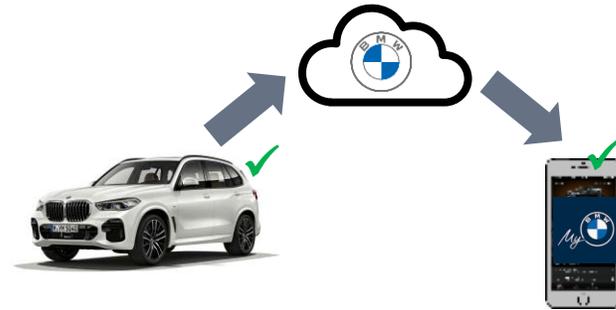
Preparation only during driving, because of save battery conditions while driving.

THE 5 STEPS OF THE REMOTE SOFTWARE UPGRADE CUSTOMER PROCESS.

Step 4. Installation



Step 5. Upgraded Vehicle



Process of **Installation:**

1. After every driving cycle prerequisites for an installation are checked
vehicle-side: State of charge 12V-battery, Engine temperature, Vehicle faults
customer-side: Vehicle key (ID transmitter) is in the vehicle, Gear selector switch is in position P, Parking brake is activated, Parking inclined under 12 %, Parking assistance is not active, No connector in the diagnostic socket, No data carrier in the drives (front and rear), Exterior lights are switched off, Car sharing mode is not active, Trailer disconnected
2. Only when all prerequisites are fulfilled the customer gets a offer to start installation.
3. The customer needs to confirm the upgrade and that the car is parked safely.
4. Vehicle gets the software installed. The vehicle switches to a programming mode (special PAD) and starts with the programming of all relevant ECUs. The customer does not need to remain in the vehicle.

Vehicle is now upgraded.

- The installation take about 20 minutes.
- Customer gets a notification via My BMW App an in the vehicle that the software upgrade was successful.
- Release Notes for this software update are prompted in the vehicle.