Information about
BMW

BOSCH

BMW makes access to its Aftersales Online System (AOS) for BMW and Mini vehicles available under the link aos.bmwgroup.com.

The following information is provided within AOS:

▶ Maintenance, repair and diagnostics data
▶ Commercial service data (work units)
▶ Wheel/tire combinations
▶ Advice from experts on vehicle-specific and part-specific questions

1. ORDERING

1). The portal mentioned above is used for registration.
2). Before use, time credit must be purchased under the menu item Company -> Company account. Payment is made via credit card.
3). Then, before use, time credit of one hour, one week or one year can be purchased under the menu item Purchase ticket. The validity period of the time credit will start from the time it is ordered.

2. PROGRAMMING E-SERIES VEHICLES WITH ISTA/P

The BMW software named ISTA/P is used for programming BMW E-Series vehicles.

Attention

Bosch does not approve the use of its products with the BMW software ISTA/P specifically in conjunction with CAS and JBE control units.

Explanation: defects in control units have been found that can neither be rectified by using the Bosch KTS to repeat the control unit flashing process nor by means of equipment available at a BMW workshop. The control units must be replaced.

3. DIAGNOSING AND PROGRAMMING ALL OTHER VEHICLES WITH ISTA NEXT

The BMW software named ISTA/P Next is used for diagnosis and programming. The use of the interface J2534 (CAN-ISO-TP) in combination with the amount of data (several gigabytes) transferred to the vehicle results in programming times of up to 13 days in the case of vehicles with Head Unit High HUD-RAD High when I-stage tuning is performed.

The BMW software will point this out before programming begins. The programming time for the software displayed at that time by the BMW software will not match the notification in the dialog box.

Attention

Bosch does not approve the use of its products with the BMW software ISTA Next specifically in conjunction with I-stage tuning on vehicles with HUD-RAD High.

Explanation: due to problems with the internet connection (latency, DSL speed) between the BMW server and the workshop, a stable Internet connection cannot be assured. This can lead to control units not being fully programmed and having to be replaced.

4. INQUIRY

If there are problems with the installation, registration or download, the user can obtain support free of charge under the menu item Inquiry.

5. SUPPORT BY BMW IN CASE OF PROBLEMS WITH VEHICLE DIAGNOSTICS

For a fee, BMW will provide support to the workshop in case of problems with vehicle diagnostics. This option can be found, after login to the BMW portal, under the menu item Technical Help Desk.

6. SERVICE HISTORY

In this area, the workshop can find an overview of previous workshop visits.

7. TECHNICAL REQUIREMENTS

In order to use all the software in the Aftersales Online System (AOS), the following technical prerequisites must be in place.

7.1. COMPUTER NETWORK / INTERNET CONNECTION

▶ Internet access with a download bandwidth of at least 4 Mbit/s and an upload bandwidth of at least 400 Kbit/s is required.

▶ To perform control unit diagnosis, the relevant workshop systems must be connected by a LAN connection with a bandwidth of at least 100 Mbit/s.

▶ For vehicle programming, a LAN connection with a bandwidth of at least 100 Mbit/s per programming session is needed.

▶ For optimal use, a latency of at most 100 ms with the AOS server in Munich is recommended.

▶ Make sure the IP address does not change during the session.

7.2. HARDWARE

A device meeting the following requirements is needed to install and use the BMW service tools:

▶ The CPU is at least a 2.2-GHz dual-core processor

▶ At least 4 GB of RAM

▶ At least 250 GB free hard disk capacity on drive C

▶ A display resolution of at least 1280 x 1024

▶ At least USB 2.0

For vehicle diagnosis and programming, you need one of the following vehicle communication interfaces (VCI):

▶ ICOM Next (recommended by BMW)

▶ To connect the ICOM to the computer, a network port (LAN) is needed

▶ A Passthru Tool (PTT), which must be SAE-J2534-compliant (e.g. Bosch KTS 560/590)

▶ Depending on the manufacturer's specifications, a free USB port and the appropriate driver are needed to connect the PTT

▶ PTTs must not be connected by Bluetooth

7.3. OPERATING SYSTEM & RUNTIME ENVIRONMENTS

To use the Aftersales Online System (AOS), you need the following operating system:

▶ Microsoft Windows 10 Professional/Enterprise © (64-BIT)

The use of Microsoft Windows 7 Professional/Enterprise (64 bit) is no longer permitted.
BMW checks with the current version of ISTA whether Windows 10 is installed.

Apart from the operating system, the following runtime environments must be installed so the software can be used:
JAVA© – the following requirements must be observed:

▶ Java© 32-bit with runtime environment JRE 7 or higher.

▶ Microsoft .NET Framework, version 4.7 or higher

8. BROWSER

The Internet Explorer© 11 browser with the Java plug-in is needed. Please note that the Internet Explorer© 11 browser must be installed separately on a system with Microsoft Windows 10 Professional/Enterprise© (64-bit).