

FAQ – BMW Roadside Assistance

How much does this really cost?

The app is free and so is roadside assistance within your BMW warranty period. Services for vehicles outside of manufacturer's warranty coverage are subject to fees.

Does this work for my vehicle?

This app will register BMW vehicles model year 1995 and newer. If you have purchased a new BMW, it may take 1-2 weeks before the vehicle information is available in our system. After this update period, the app will recognize your VIN. Older BMW vehicles cannot be registered within the app, but are welcome to use services. Services for non-BMW vehicles and BMW vehicles outside of manufacturer's warranty coverage are subject to fees.

How do I put this on my iPhone?

Downloading the Roadside app to your iPhone is easy. You can either do it from your computer using iTunes (it will install on your iPhone next time you sync), or you can download it right from your iPhone.

Does it work on older iPhones too?

Yes! The BMW Roadside app is compatible with old and new iPhones that have firmware 2.2.1 and above. Please note, however, that the first generation iPhones are not able to take advantage of the location functionality, as they do not have GPS installed.

Does it work on my iPod Touch or iPad?

No. The primary function of BMW Roadside is to call for Roadside Assistance. For this, you need a wireless phone connection.

How do I put this on my BlackBerry® Smartphone?

Downloading the BMW Roadside app to your BlackBerry is no problem. The app is available on BlackBerry app World on your phone or at appworld.blackberry.com Search for "BMW Roadside". Or you may use the GET THE APP function on this page. Just visit www.roadside.com/bmw and follow the prompts.

If your organization uses a Enterprise BlackBerry Server, ensure that ports 9447 and 9448 are not blocked. The app uses these ports to communicate with the Roadside Assistance servers. If they are blocked, the app will be unable to connect with the Roadside Assistance servers.

How do I install this on my Android® Smartphone?

Downloading the BMW Roadside app to your Android phone is easy. Go to the Android Market application on your Android phone, Search for "BMW Roadside" and click on the app displayed it will install the app on the phone. If you are not using the Android Market, before downloading the app from the website, go to settings, click on Applications and check the option for Unknown Sources [Allow install of non-Market applications] option. Then visit www.roadside.com/bmw and follow the prompts to install the app based on your phone model.

How do I install this on my Windows® Smartphone?

Installing the Roadside app to your Windows Mobile phone is easy as long as your have OS 6.0, 6.1, and 6.5 & have .NET Compact Framework 3.5 installed. When downloading from your phone, download the app CAB file, & run it. When downloading from your computer, make sure your computer has Active Sync (for Windows XP)/Windows Mobile Device Center installed. Download the app CAB file for the model of your phone, copy the CAB file onto your phone using Active Sync. Run the CAB file from your phone for the app installation. Run the application from the Programs menu.

How do I install this on other smartphones?

Downloading the Roadside app to your JAVA enabled smartphone phone is easy. Simply click here www.roadsidemobile.com/bmw and follow the prompts to download the app based on your phone model. Once the app is downloaded, it will prompt for the app to be installed, click on continue and the app will be installed.

What if my Smartphone is not supported?

Stay tuned. BMW Roadside is coming to more phones soon.

Do I need to login?

No. Service is provided based on the status of your BMW's warranty coverage. We determine this by using your BMW's VIN (vehicle identification number). This is why it is important to register your app.

I enrolled in the extended Roadside Assistance program. Can I use the app now?

It may take 10-14 days for the app to recognize your membership in the program. You can still register the app in the meantime.

How do I enroll in the BMW extended Roadside Assistance program?

Call 800-671-5576 for more information.

Who can I contact for help?

Assistance with your iPhone can be found within the iTunes store. Support for your BlackBerry can be found at <http://na.BlackBerry.com/eng/support/>
Contact your wireless provider for support for your Android phone.
If you need additional assistance, you can contact our support team at BMWAppTechSupport@allstate.com