

BMW Group Technical Information System (TIS) Website User Guide

This guide is split into three sections:

Section 1: What Information is available with a subscription

Section 2: AOS Information (Online Diagnostics, Programming, and Repair Instructions)

Section 3: FAQs and Technical Support

Section 1: General Website Information

The three websites listed below are authorized for use by persons located in the United States and Canada only.

For all other locations visit: <https://aos.bmwgroup.com/>

Any accounts created with falsified location information will be terminated

There are three websites available, each requires a separate account and subscription for access:

<HTTPS://bmwtechinfo.bmwgroup.com> Contains BMW vehicle and SAV information.

<HTTPS://minitechinfo.bmwgroup.com> Contains MINI vehicle information.

<HTTPS://rollsroycetechinfo.bmwgroup.com> Contains Rolls Royce Information.

Information not available

- **Vehicle Key Codes**
The BMW Group does not provide keycodes to locksmiths except for those located in the state of California. For locksmiths located in the state of California please email: CKL_CIC@bmwna.com
- **Motorcycle Repair Information is not available**

Information available

Service Information:

Service Bulletins – Technical Service Bulletins

OBD – Generic OBD information

Legacy – Limited Repair information for pre MY2000 vehicles

Tools and Equipment:

Special tool and workshop equipment information

Videos:

Technical videos

Noise Catalog:

Audio clips used to help with noise diagnosis

AOS:

ISTA/P – Programming application for older vehicles

ISTA – Vehicle Diagnosis and Programming, Repair Manuals and Wiring Diagrams

AIR – Parts, labor, and technical specifications

ECU Validation – application to validate control unit replacements

RDC tool – Used to calibrate the BMW TPM tool

Contact AOS Support- Used to submit a support ticket for AOS application support

AOS Ticket tracker – allows the user to track their open tickets

AOS install guide – Installation guide for AOS software

TIS Home Page

The home screen will show you the latest technical bulletins

TIS Search

- The search bar at the top of the website can be used to search for service bulletins.
- **The search bar is not to search for repair information. You must use the AIR or ISTA applications to look up repair instructions.**

Section 2: AOS Information

Introduction

The Aftersales Online System – AOS, has been developed specifically for independent automotive workshops to provide an extensive range of resources. The following applications are available:

ISTA Diagnosis and Programming Application

- Fault Code Diagnosis
- Test Plans
- Repair Instructions (E30 or higher)
- Technical Data
- Wiring diagrams
- P-Code lookup

ISTA has integrated programming capabilities for F and G Series vehicles. ISTA should be used to program all F and G Series and newer vehicles.

ISTA/P Online - Control Module Reprogramming

All BMW E Series and MINI R series vehicles can be programmed with ISTA/P

AIR

The AIR application provides access to Labor times, and parts information.

ECU Validation Tool

In certain situations, the ECU validation tool is required to complete a programming session on certain vehicles.

RDC Trigger Tool

Used to update the software of the BMW RDC tool

Technical Requirements

To use all the applications in the Aftersales Online System (AOS), the following technical prerequisites must be met (as of: 21/10/2025).

1. Network / internet connection

- Internet access with a download bandwidth of at least 4 Mbps and an upload bandwidth of at least 400 Kbps is required.
- For the conduction of vehicle diagnoses, the relevant workshop systems must be connected via a LAN cable with a bandwidth of at least 100 Mbps.

- A LAN cable with a bandwidth of at least 100 Mbps per programming session is required for vehicle programming.
- For optimum use, a maximum latency of 100 ms to the AOS server in Munich is recommended.
- It must be ensured that the IP address does not change during the session.

2. Hardware

A device with the following requirements is needed to install and use the BMW Service tools:

- At least a processor with the following specifications:
 - Processor with 2 cores and at least 2.1 GHz clock frequency
 - Processor with 4 cores and at least 1.8 GHz clock frequency or
 - Processor with 8 or more cores and at least 1.5 GHz clock frequency
- At least 4 GB main memory
- At least 250 GB of free hard disk space on drive C:
- A screen resolution of at least 1280x1024
- At least USB 2.0

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

- ICOM Next (recommended by BMW)
- A LAN cable is required to connect the ICOM to the computer.
- Passthrough Tool (PTT), which must be compatible with SAE J2534 (e.g. manufacturer Drew Technologies, I+ME ACTIA)
- Depending on the manufacturer's specifications, a free USB port and the corresponding driver are required to connect the PTT.
- PTTs must not be activated via Bluetooth.

3. Operating system, runtime environments & port releases

To use the Aftersales Online System (AOS), you need one of the following operating systems:

- Microsoft Windows 10 Professional/Enterprise © (64-bit) or Microsoft Windows 11 Professional/Enterprise © (64-bit).

In addition to the operating system, the following runtime environments must be installed to use the applications:

The following requirements must be observed:

- Java© 32-bit with Runtime Environment (JRE 7) or higher.
- Microsoft .NET Framework version 4.7.2 or higher
- Download Visual C++ Redistributable (x64) from [here](#)

The ports of the [port list](#) may need to be released manually.

4. Browser

- To use the Aftersales Online System (AOS), you need the latest version of the Google Chrome browser.

5. BMW specific Adapters and Cables

Older vehicles may require an additional adapter for vehicle diagnosis/programming. Contact your PTT device manufacturer for details.

BMW 20 Pin Adapter

Some older vehicles have a Round, 20-pin diagnostic connector located in the engine compartment. Utilization of this connector is required for proper communication.

The following vehicles need the 20-pin adapter:

- 323i Sedan from MY 1998, 323i Coupe/Cabrio from MY 1999





- 328i, 330i from MY 1998, 328i, 330i Coupe/Cabrio from MY 1999
- ☐ 528i, 530i, from MY 1998
- 540i from MY 1997
- 740i from MY 1997
- M3 Coupe/Cabrio from MY 1999
- M Roadster/Coupe from MY 2000
- Z3 Roadster 2.8/3.0 from MY 1998
- X5 from MY 2001

BMW 7-8 Pin Adapter

Some vehicles require pins 7-8 of the OBD connector to be bridged for vehicle communication.

1er				
	Pin 7/8 Adapter ? BMW / OBD	NO OBD	NO OBD	NO OBD





3er						
	Pin 7/8 Adapter ? BMW / OBD	YES BMW	YES BMW or OBD	NO OBD	NO OBD	NO OBD

5er				
	Pin 7/8 Adapter ? BMW / OBD	YES BMW	YES BMW or OBD	NO OBD

6er		
	Pin 7/8 Adapter ? BMW / OBD	NO OBD

7er				
	Pin 7/8 Adapter ? BMW / OBD	YES BMW	YES BMW	NO OBD

8er	
	Pin 7/8 Adapter ? BMW / OBD

X				
	Pin 7/8 Adapter ? BMW / OBD	YES OBD	YES BMW or OBD	NO OBD

Z				
	Pin 7/8 Adapter ? BMW / OBD	YES BMW	YES OBD	YES OBD

Mini					
	Pin 7/8 Adapter ? BMW / OBD	YES OBD	YES OBD	YES OBD	NO OBD

BMW: Diagnostic Cable		OBD:	
*1 if BMW Diagnostic cable or OBD plug depends on year of construction			

6. Power Supply

Vehicles cannot be programmed without an external power supply connected. A Power supply with following specifications and settings are required:

- Please refer to BMW Service bulletin B04 23 10 or MINI Service Bulletin M04 08 09 for more details and a listing of approved chargers required for programming.



Attention

Programming failures or module damage can occur without stable power supply. A battery Charger is not the same as a vehicle power supply.

7. BMW PassThruD J2534 PTT Driver

The BMW PassThruD driver is required when using the PTT diagnostic interface.

The driver can be found on either the ISTA or ISTA/P Start page.

ISTA/P Installation

Refer to the ISTA/P AOS Installation Guide available under the Download menu on the ISTA/P page.

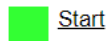
Vehicle Programming (ISTA/P)



Description

- Purpose: Programming E-series
 - 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
 - The latest driver must be installed for OMS

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



[Start](#)

Important note on use

The information displayed below serves to ensure professional-quality programming of control units on unmodified BMW and MINI cars.

To be able to carry out the aforementioned work, it is essential that the worker in question has completed his/her vocational training as a motor mechanic/fitter and has undergone regular further training.

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

Download

- [ISTA/P user guide](#)
- [ISTA/P AOS installation guide](#)
- [ISTA/P installation program](#)
- [ISTA/P data archive](#)
- [OMS Installation file](#)
- [ICOM Firmware](#)
- [ICOM Next Firmware](#)
- [BMW PTD driver](#)

ISTA Installation and Application Start

Before clicking the START link you must download and install the ISTA Client first, and then the ISTA Programming data. Once both software packages are installed you can click the START link to open ISTA.

Vehicle Diagnostics (ISTA)

4. Set the security level to "High"
5. Click "Edit site list..." and add <https://onl-osmc-b2i.bmwgroup.com> (for more information on the exception list, visit [here](#))
6. Restart your browser.

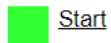
Now you should be able to see the application again.

Attention: A fault message may currently appear in ISTA if the application starts with a resolution lower than 1024x768. If you are affected, please follow the steps described in the Frequently Asked Questions. The FAQs can be found in the Help section of the AOS portal.


Important information about using the ISTA workshop system in brief

- 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
- Use of the special tools listed is mandatory

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



Download

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

Connection of the Interface Device to Vehicle



Note

Before connecting ICOM to the vehicle switch on ignition (Terminal 15).

ICOM OBD-Connection

Connect the ICOM to the network workshop first. Then connect the ICOM to the vehicle OBD connector

ICOM MOST-Connection

Connect the ICOM to the network port on the PC first. Then use the supplied USB cable to connect the ICOM A to ICOM B. Connect the ICOM A to the vehicle OBD connector followed by connection the ICOM B to the vehicle MOST access port.

ICOM 20 Pin connection

Connect the ICOM to the workshop network first. Then connect the ICOM C to the ICOM A. Finally, connect the ICOM C to the vehicle 20 Pin diagnostic connector.

ICOM Detection by the PC

It can take up to 15 minutes before an ICOM is detected after the connection to the PC. It is advisable to connect the

ICOM immediately after boot up of the PC, and then start AOS.

Connection of the PTT to the Vehicle

First connect the PTT USB cable directly to your computer and then connect the PTT to the vehicle. Do not use a USB hub for this connection!

Vehicle not supported by PTT Use

The following vehicles cannot communicate with a PTT:

- E31
- E34
- E36 (318i)

Diagnostics/programming is possible with the AOS and ICOM.

AIR

The AIR user guide is located on the AIR Start page.

ECU Validation

Click the Start button on the ECU Validation page to start the application. This is only required when certain ECUs are replaced, and a code is requested by ISTA.

RDC Trigger Tool

For owners of the BMW Group TPM tool.

Download and install the RDC tool file from the Start page.

User guide is available on the RDC page.

Section 3: FAQs and Technical Support

Frequently Asked Questions

1. How do I contact technical support?

Technical support is divided into two different support categories. Please be sure to contact the correct support service based on your needs.

For AOS Software and/or ICOM installation support or to report an issue with an AOS service: Click the Contact AOS Support link found under the AOS menu to complete and submit the request form.

Once you have submitted your request you will receive an email confirmation your ticket was successfully submitted.

To check the status of your ticket, open the AOS ticket tracker link under the AOS menu. This will display all of your tickets.

- **For general website or subscription questions, or to request a Vehicle Order, Enabling Code, or IBAC code:**

Click the Contact link on the top left section of the website.

Please note: The installation of used parts is not supported. Release codes and technical support will not be provided for used part installation.

2. What if my subscription expires while working with technical support to resolve an issue?

Click the Contact link on the top left section of the website to send a request for assistance.

3. Will my programming or diagnostic session end if my subscription expires?

Once you begin a programming or diagnostic session it will not end if your subscription time elapses. The programming or diagnostic session will continue until it is completed or terminated by the user.

4. How do I access repair information outside the United States or Canada?

Visit: <https://aos.bmwgroup.com>

Terms and Conditions

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BMW NA shall not be liable for any programming aborts, vehicle no-start situations, control module failures that may occur while using a pass-through tool, or ICOM interface and this website, or any other unauthorized or improper use of the website or the information therein.

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