

BMW of North America, LLC

Key Coding System

California Locksmith User Training Manual

Amendment Log:

Version	Date	Authors	Changes
1.00	11/12/2013	BMW of North America, LLC	Initial Version

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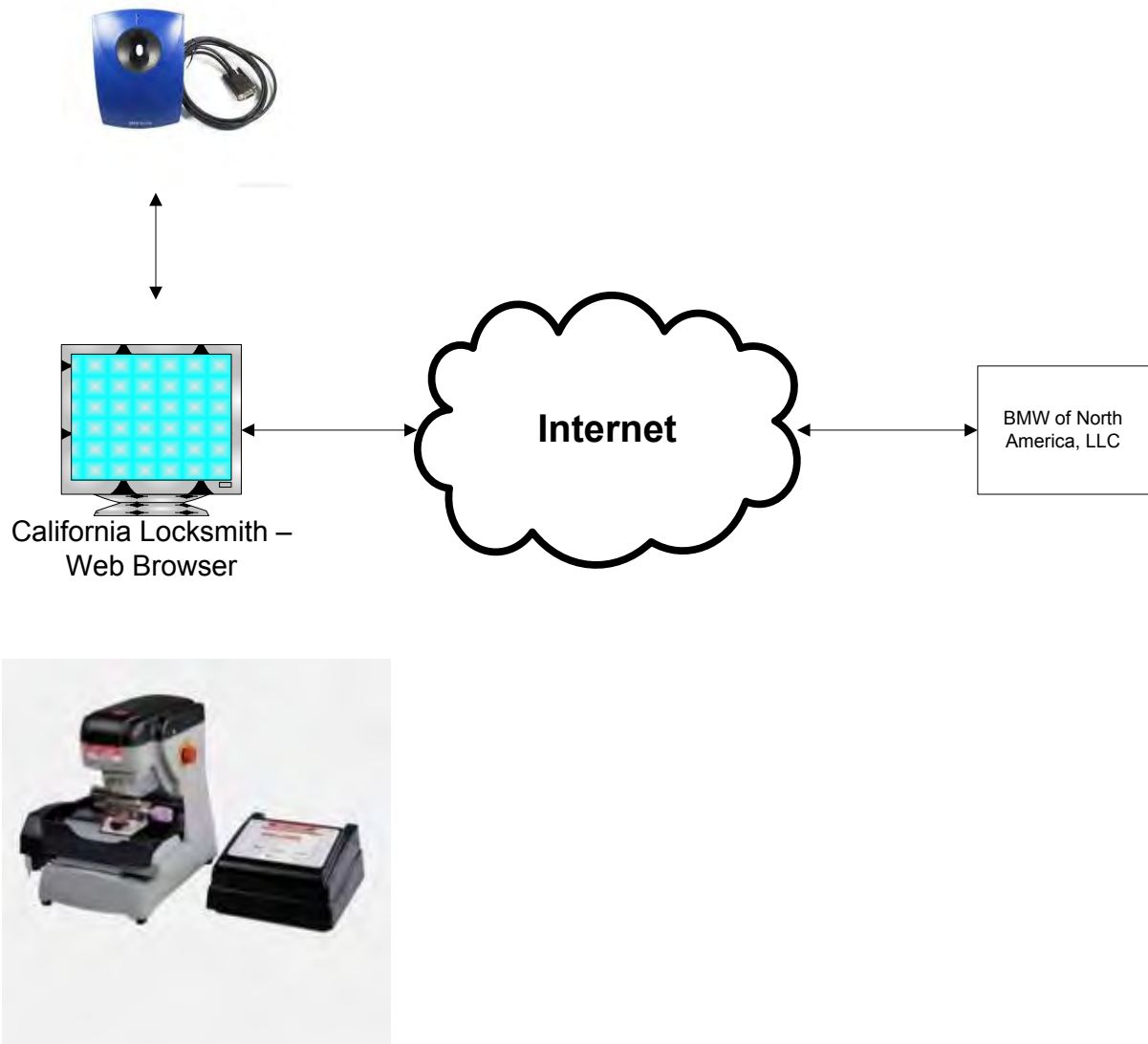
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1 Overview

This manual outlines the system requirements and the instructions for the following:

- Register to use the BMW of North America, LLC Key Coding System (KCS)
- Purchase a BMW of North America, LLC Key Writer
- Order, code, cut, and activate a key

System Overview Diagram:



2 System Requirements

This section outlines the system requirements for the BMW of North America, LLC's Key Coding System. Listed below are the minimum product levels that need to be installed before using the KCS.

- Windows 7 (32 oder 64bit)
- Internet Explorer 8,9 or 10
- Java 7 Runtime (32 bit), most recent version (as of 2013-12-17 this is Version 1.7 Update 45). You can verify your Java Runtime Version at: <http://www.java.com/verify/> and download a new version if necessary.
- Administrator privileges for the System
- Installation of the KCS Key Writer Setup Program can be downloaded by a registered California Locksmith from the download area at <https://kcsp.bmwna.com/>.
- KCS Key Writer with Firmware Version 5 and a free USB slot to connect the KCS Key Writer to.
- Installed KCS Key Writer USB Driver (part of the KCS Key Writer Setup Program)
- Installed KCS Key Writer DLL Version 1.5 (part of the KCS Key Writer Setup Program)

3 California Locksmith registration process

3.1 Overview

A California Locksmith must be registered to use the BMW of North America, LLC Key Coding System (KCS) to purchase, code, cut, and activate keys. The following is required for each individual California Locksmith:

- Must be registered with SDRM, having a valid SDRM ID and password.
- Must obtain a valid KCS Locksmith ID (LSID) having a valid delivery mailing address and e-mail address.

Once an account is created in the KCS, each time the California Locksmith accesses the application, a two step security authentication process will be required. The first authentication requires a valid and verified e-mail (LSID) address and password; the second authentication requires a valid SDRM ID and password. This section provides step by step instructions on how to create an account and register in the BMW of North America, LLC Key Coding System.

3.2 Step 1 – Submit KCS registration form

A California Locksmith must fill out and submit the KCS registration form with all the required information. This form should be scanned and e-mailed to atlas@bmwna.com. This form can be found on KCS portal page at <https://kcsp.bmwna.com>. Please **click on the “Create an account”** link.

BMW NORTH AMERICA - Key Coding System

Home

BMW NORTH AMERICA - Key Coding System
Login

Login

E-mail address:

Password:

Login **Clear**

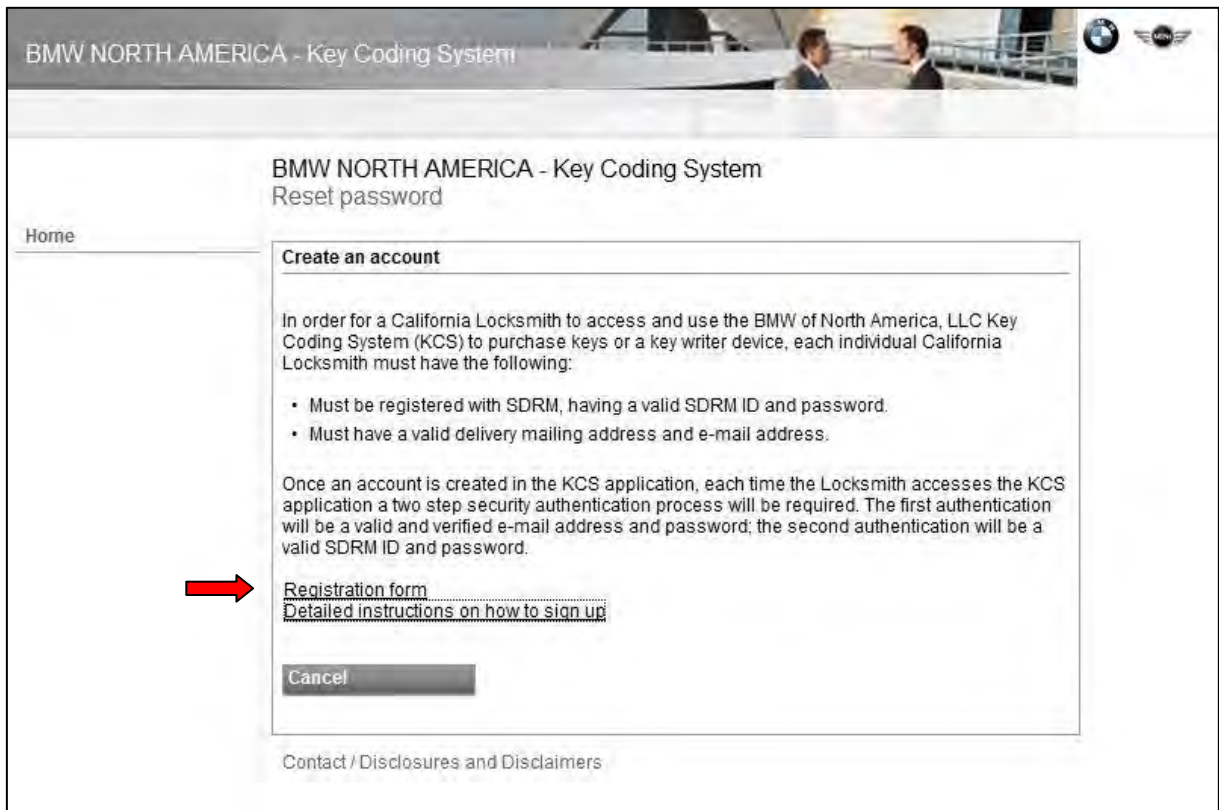
[Forgot password](#) [Reset password](#)

[Need an account](#) [Create an account](#)

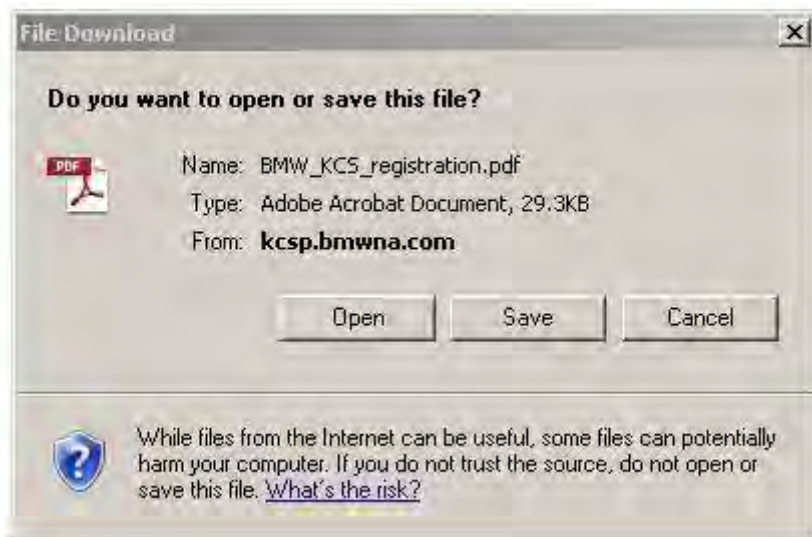
By logging in, you accept the Disclosures and Disclaimers linked below.

[Contact / Disclosures and Disclaimers](#)

The following screen will be displayed. **Click on the “Registration form” link.**



Click the ‘Open’ button to print out BMW_KCS_registration.pdf form. (See section 11 - Appendix A)



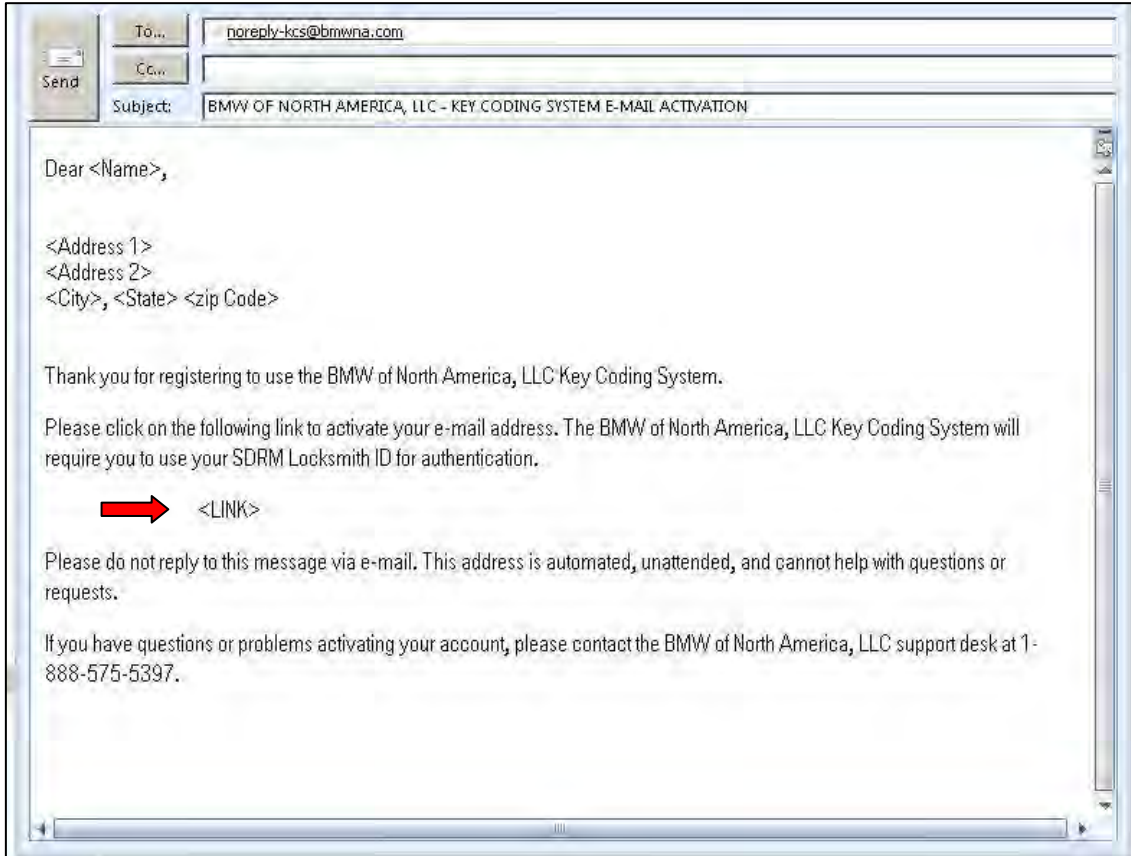
Upon receiving the form, a BMW hotline representative will enter the California Locksmith’s required data into the KCS. Only one delivery address can be registered for each SDRM ID.

- The KCS will generate an e-mail address verification e-mail and send it to the e-mail address provided by the California Locksmith. This will allow the California Locksmith to verify their e-mail address and create a password.
- The KCS will generate a delivery mailing address verification code. This verification code will be mailed to the address submitted by the requesting California Locksmith. Once the verification code is received, the California Locksmith will be required to sign on to the KCS and verify

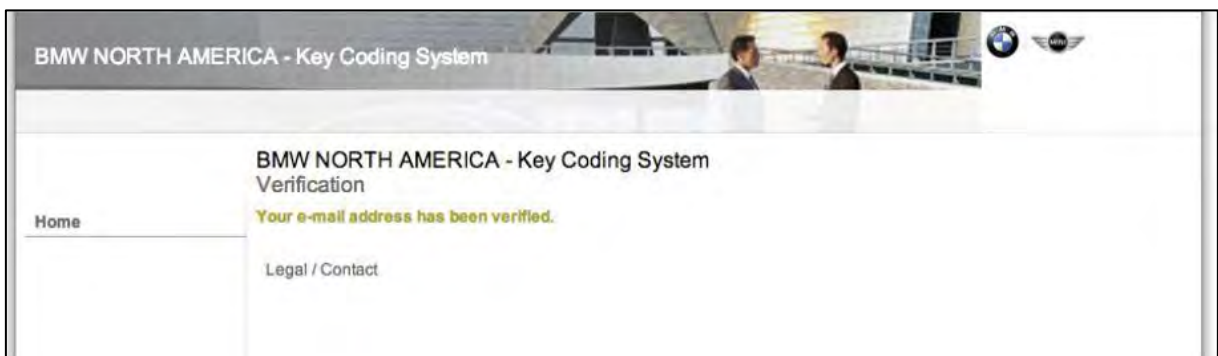
their delivery mailing address. This is contingent upon verifying their e-mail address (LSID) and creating a password.

3.3 Step 2 – Verify and activate e-mail address

Upon receipt of the KCS generated address activation e-mail (see below), the California Locksmith is required to **click on the link** in the e-mail to verify and activate the e-mail address.

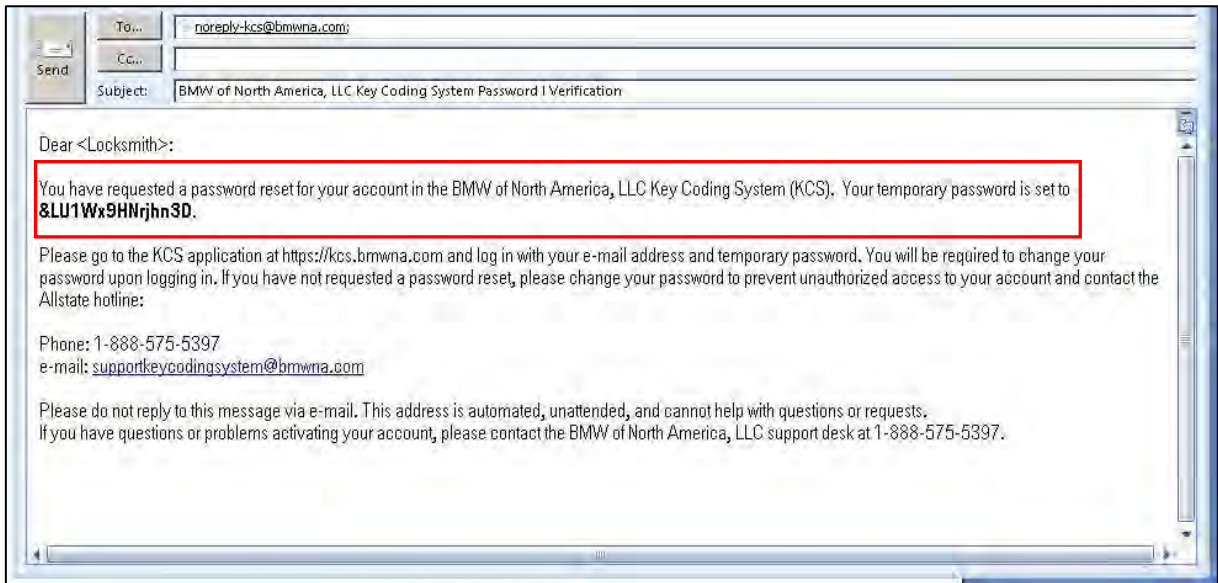


The following screen will be displayed.

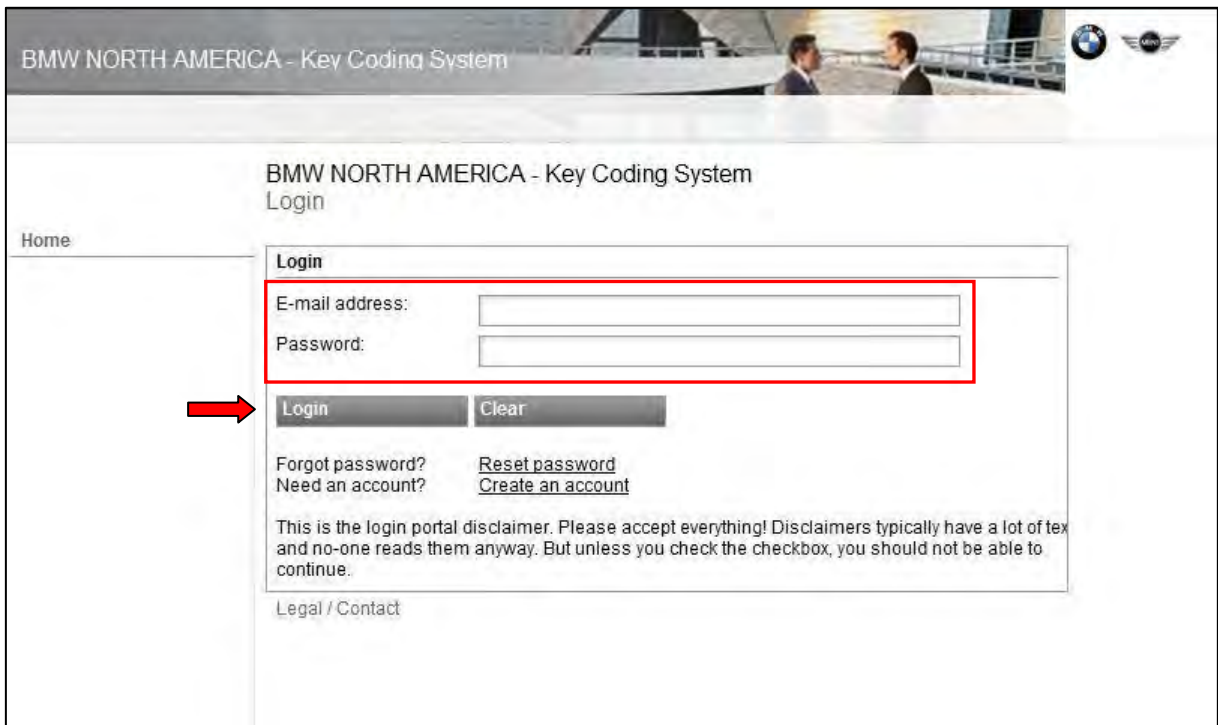


3.4 Step 3 – Security authentication

Once Step 2 has been completed, the KCS will generate a second e-mail with the California Locksmith's temporary password for the first step of the security authentication.



The California Locksmith will be required to login and change the password. Go to the KCS portal page at <https://kcsp.bmwna.com>. The following page will be displayed. Enter an e-mail address and the temporary password provided in the password verification e-mail and **click on the “Login”** button.



The following 'Change' password screen will be displayed.

BMW NORTH AMERICA - Key Coding System

BMW NORTH AMERICA - Key Coding System
Change password

Home
Change password
Log out

Change password

E-mail address: joern.wellniak@partner.bmw.de

Old password:

New password:

Re-type password:

Password policy: 12 characters minimum. New password cannot be the old password.

OK Cancel

Legal / Contact

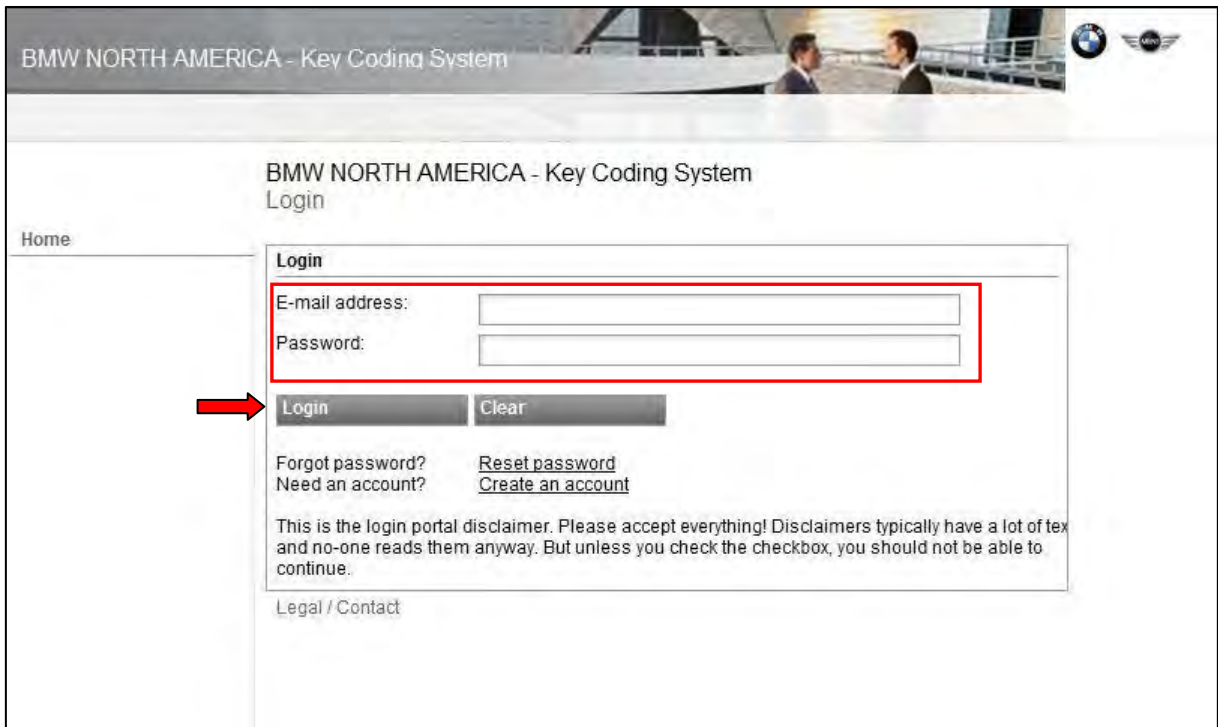
Enter an e-mail address and the temporary password in the 'Old Password' field and then enter a new password in the 'New password' field and again in the 'Re-type password' field. Then **click 'OK'** and the password will be reset. At this point along with a valid SDRM ID and password, the California Locksmith will have access to the KCS. Before an account can be fully activated for use, the delivery mailing address must be verified as described in the next section.

3.5 Step 4 – Delivery address verification

After the BMW Hotline representative enters the California Locksmith's data from the KCS registration form into the KCS, a letter will be generated and mailed to the California Locksmith with a delivery mailing address verification code. Upon receiving the verification code, the California Locksmith is required to verify their address using the verification code contained in the letter.

Log on to the KCS portal page at <https://kcsp.bmwna.com>

Enter the e-mail address and password (see screen below) and **click the 'Login'** button. (1st security authentication)



BMW NORTH AMERICA - Key Coding System

Home

BMW NORTH AMERICA - Key Coding System
Login

Login

E-mail address:

Password:

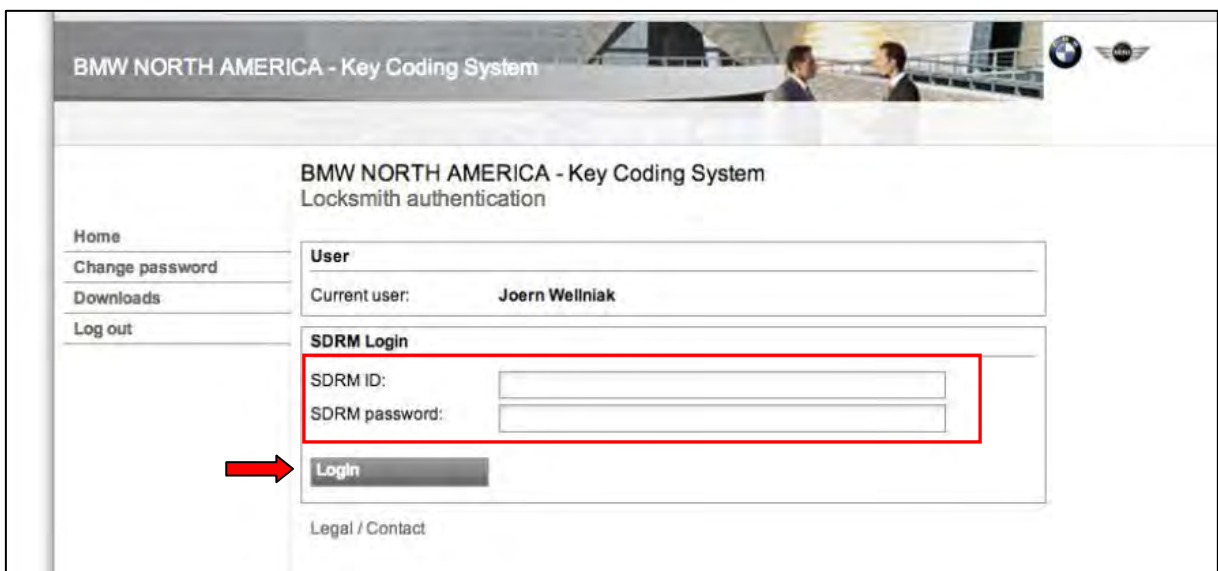
Login Clear

Forgot password? [Reset password](#)
Need an account? [Create an account](#)

This is the login portal disclaimer. Please accept everything! Disclaimers typically have a lot of text and no-one reads them anyway. But unless you check the checkbox, you should not be able to continue.

[Legal / Contact](#)

The following screen will be displayed; the California Locksmith will be required to enter their SDRM ID and password and then **click the 'Login'** button. (2nd security authentication)



BMW NORTH AMERICA - Key Coding System

Home

BMW NORTH AMERICA - Key Coding System
Locksmith authentication

User

Current user: **Joern Wellniak**

SDRM Login

SDRM ID:

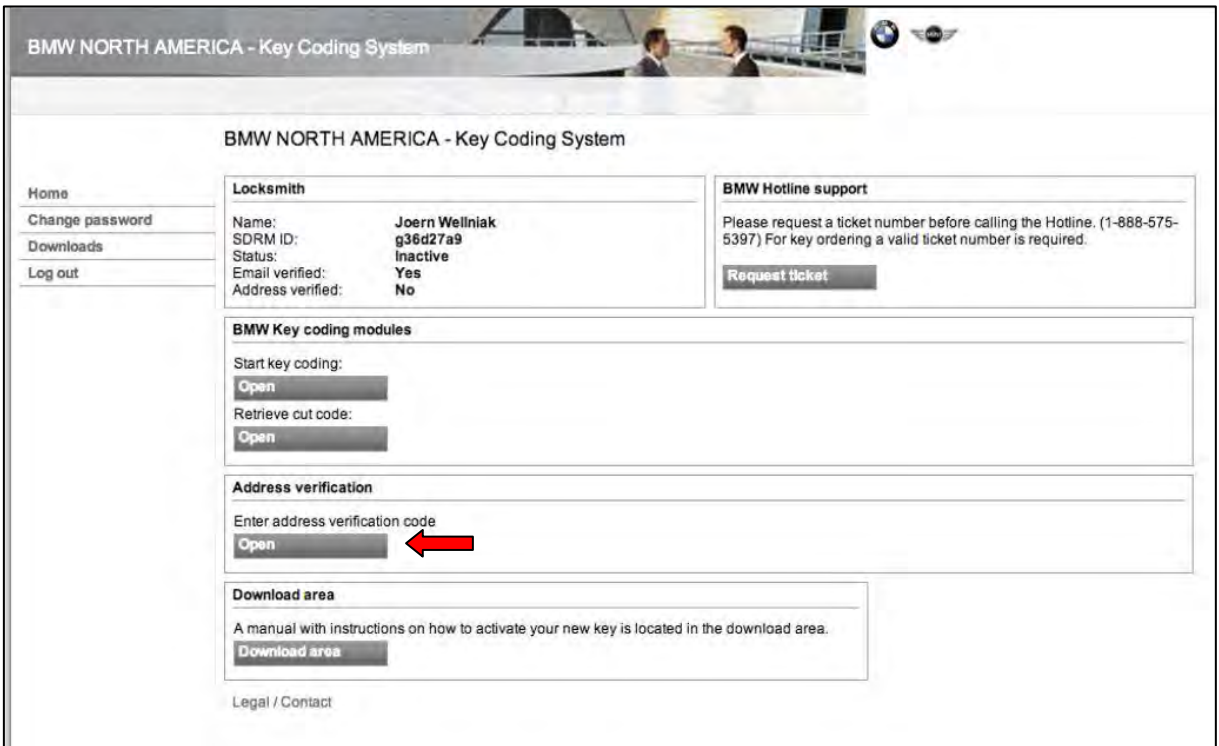
SDRM password:

Login

[Legal / Contact](#)

[Home](#)
[Change password](#)
[Downloads](#)
[Log out](#)

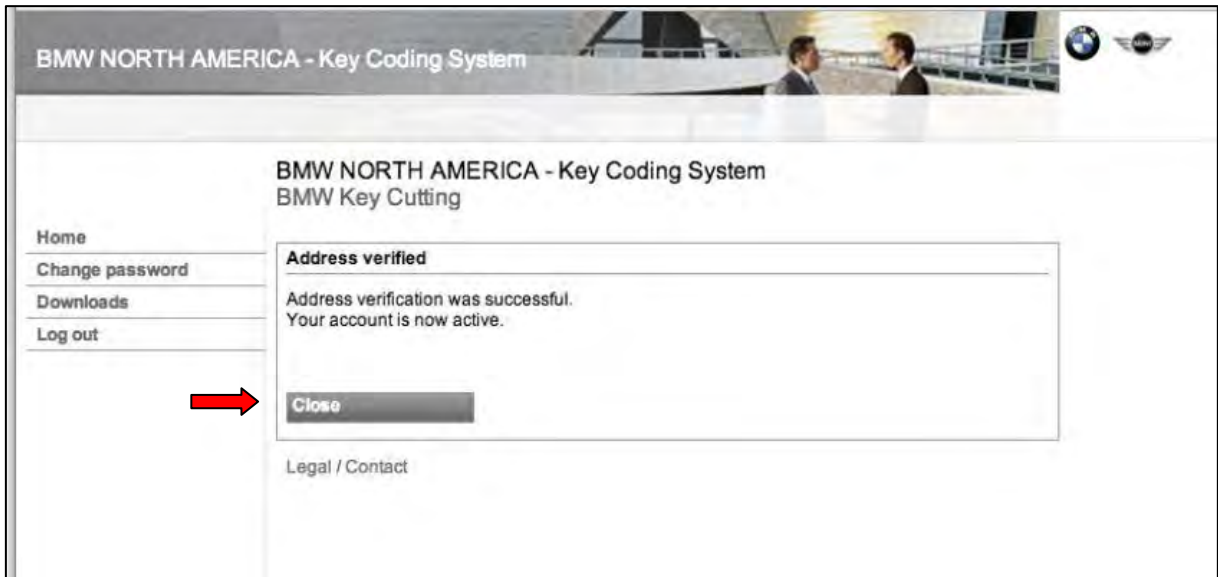
Upon two successful security authentications, the KCS main page will be displayed (see below). **Click on the 'Open'** button under the address verification section heading.



The address verification code entry page will be displayed (see below). Enter the address verification code contained in the letter into the text box labeled 'Enter address verification code' and **click on the 'Verify'** button.



The following page will be displayed (see below) upon successful address verification. **Click on the 'Close' button.**



The KCS account is now activate allowing the California Locksmith to request tickets, place key and key writer orders.

4 KCS logon process

4.1 Overview

In order for a certified California Locksmith to execute transactions in the KCS, they must first log in to the system via a two step security authentication process. The California Locksmith must be registered in the KCS and in SDRM. This section provides step by step instructions how to log into the KCS.

4.2 Step 1- Enter e-mail address (LSID) and password

The KCS requires a two step security authentication process. Go to the KCS portal page at <https://kcsp.bmwna.com>. The following page will be displayed. Enter an e-mail address and password then **click on the 'Login'** button.

BMW NORTH AMERICA - Key Coding System

BMW NORTH AMERICA - Key Coding System
Login

Home

Login

E-mail address:

Password:

[Login](#) [Clear](#)

[Forgot password?](#) [Reset password](#)

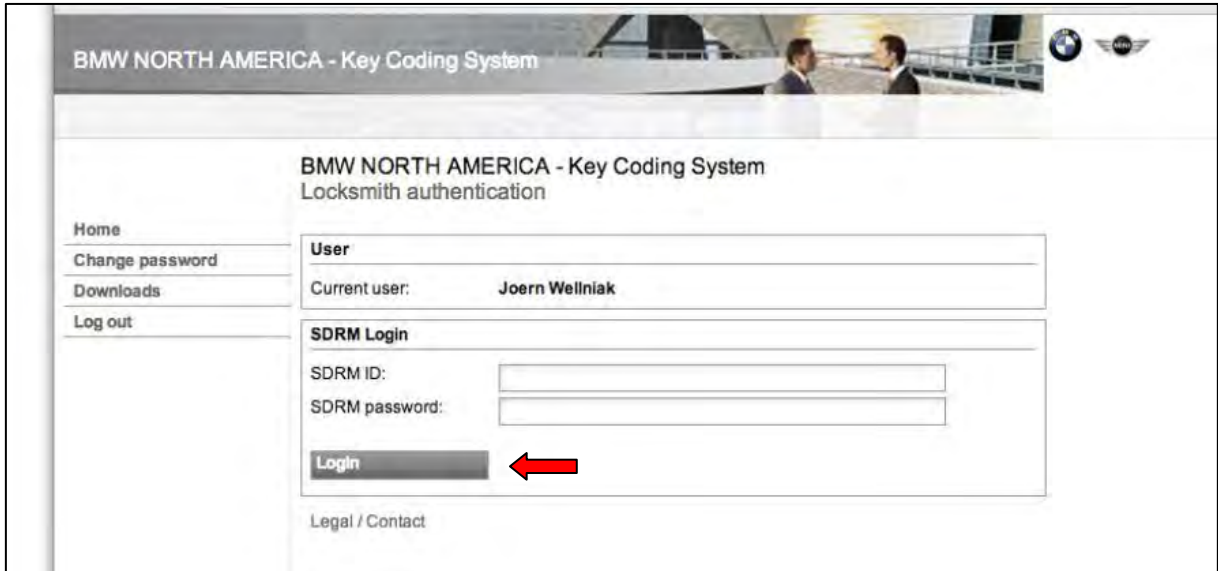
[Need an account?](#) [Create an account](#)

This is the login portal disclaimer. Please accept everything! Disclaimers typically have a lot of text and no-one reads them anyway. But unless you check the checkbox, you should not be able to continue.

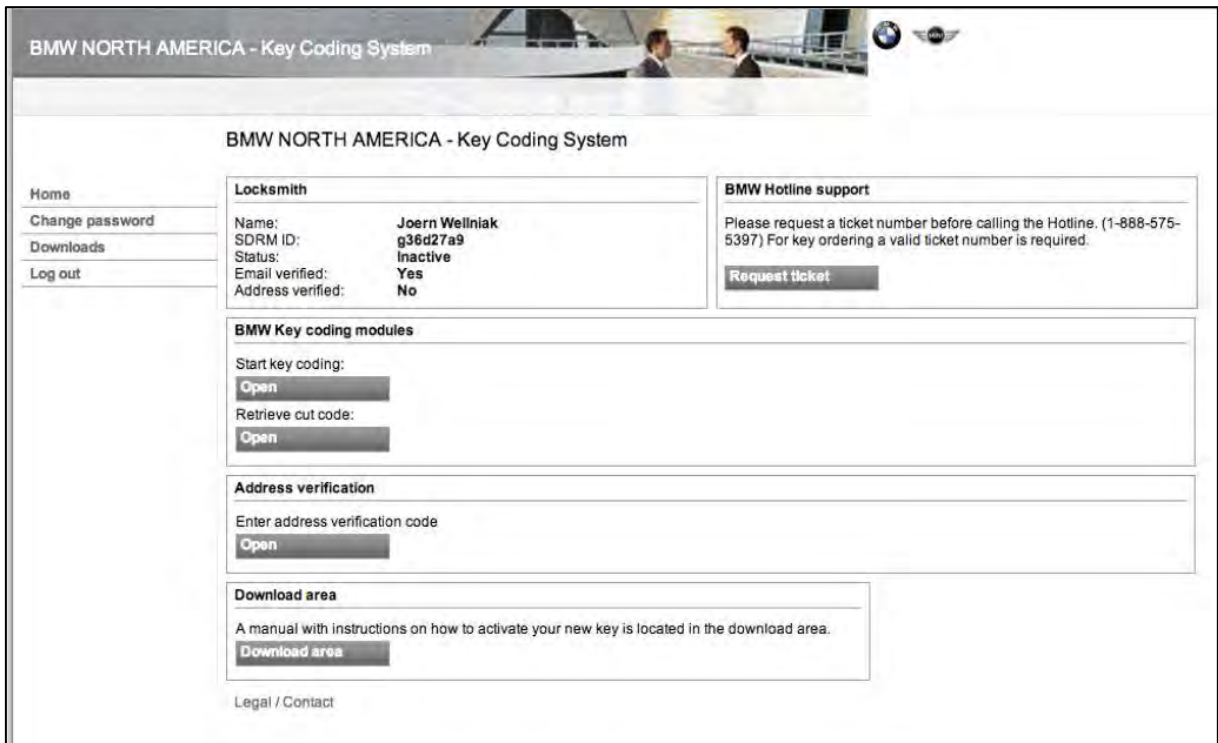
[Legal / Contact](#)

4.3 Step 2 – Enter SDRM ID and password

The following screen will be displayed after Step 1 has been completed; the California Locksmith will be required to enter their SDRM ID and password and then **click the 'Login' button**. (2nd security authentication)



Upon successful log in to the KCS main page, the screen below will be displayed.



5 How to request a security ticket (TAN)

5.1 Overview

In order for a certified California Locksmith to order a vehicle key, key writer device, activate a key or cut a key, they must obtain a security ticket id (TAN) before proceeding. This ticket will allow the California Locksmith to be authenticated by the BMW Hotline. This section provides step by step instructions how a California Locksmith requests a security ticket (TAN) via the KCS.

5.2 Step 1 – Log on to KCS

Log on to the KCS using a valid LSID and SDRM ID (see section 2). Once the KCS main page is displayed **click on the 'Request ticket'** button in the BMW Hotline support section.

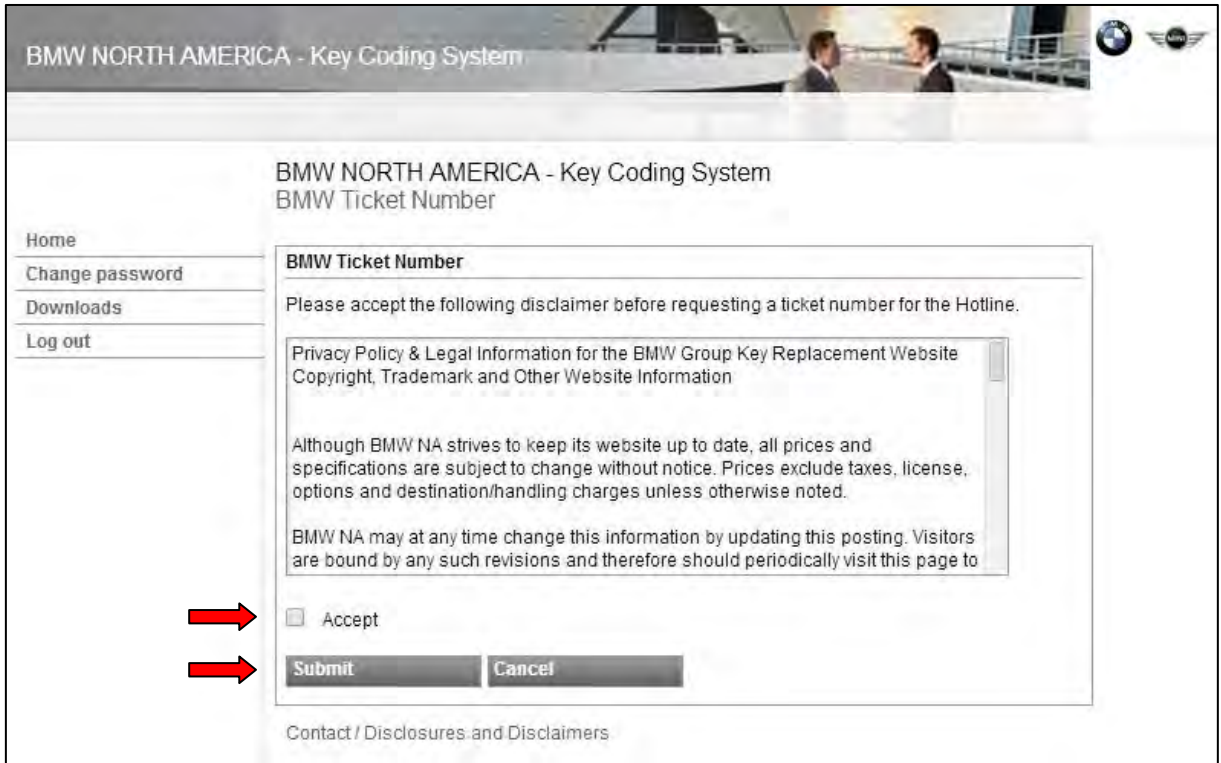
The screenshot displays the BMW North America Key Coding System (KCS) interface. At the top, the header reads "BMW NORTH AMERICA - Key Coding System". Below the header, there is a navigation menu on the left with options: Home, Change password, Downloads, and Log out. The main content area is divided into several sections:

- Locksmith**: A box containing user information:
 - Name: Joern Wellniak
 - SDRM ID: g36d27a9
 - Status: Inactive
 - Email verified: Yes
 - Address verified: No
- BMW Hotline support**: A box with a message: "Please request a ticket number before calling the Hotline. (1-888-575-5397) For key ordering a valid ticket number is required." Below the message is a "Request ticket" button, which is highlighted with a red arrow.
- BMW Key coding modules**: A section with two "Open" buttons for "Start key coding:" and "Retrieve cut code:".
- Address verification**: A section with a text input field for "Enter address verification code" and an "Open" button.
- Download area**: A section with a message: "A manual with instructions on how to activate your new key is located in the download area." and a "Download area" button.

At the bottom of the page, there is a link for "Legal / Contact".

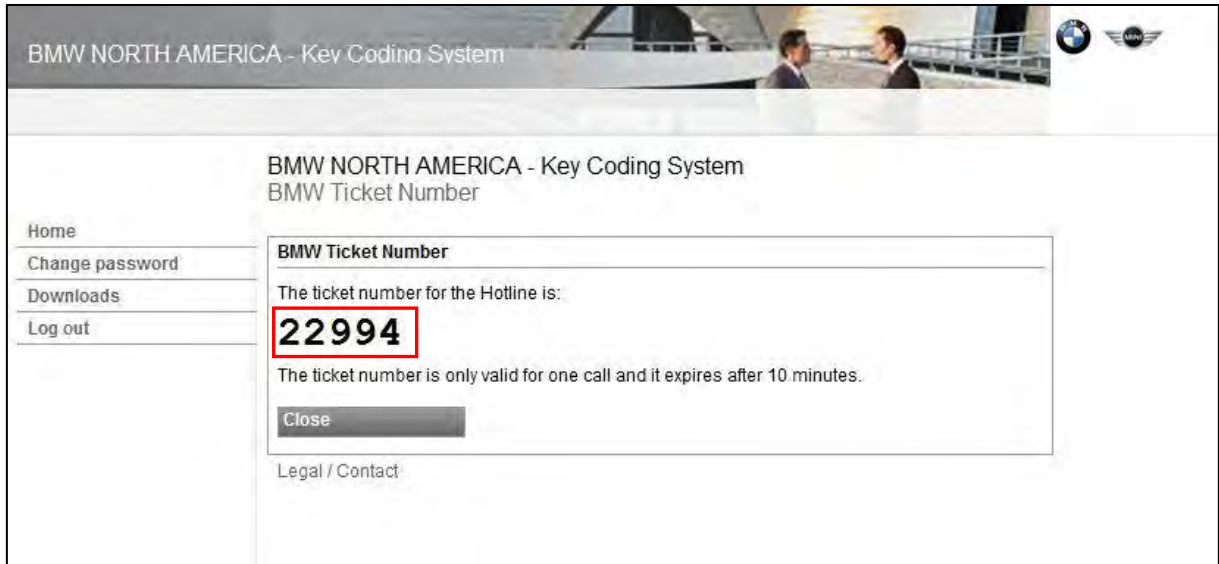
5.3 Step 2 – Accept Disclaimer

The KCS will open up a disclaimer page (see below) where the California Locksmith must accept the terms and conditions before proceeding. Once the California Locksmith reads the terms and conditions, they must **click on the 'Accept'** check box and then **click on the 'Submit'** button before proceeding.



5.4 Step 3 – Receive Security Ticket Number (TAN)

The following screen will be displayed with the Security TAN number. **Please note this number is valid for one call to the BMW Hotline and will expire in 30 minutes.** This ticket number will be required by the BMW hotline in order to execute a transaction.



6 How to order a key

6.1 Overview

In order for a California Locksmith to request a key from BMW of North America, LLC, they must be registered in the KCS and have a valid SDRM account. Before ordering a key on the customer's behalf, the California Locksmith must verify the legitimacy of the customer before proceeding. This section provides step by step instructions how to order a key.

6.2 Step 1 – Request KCS security ticket (TAN)

The California Locksmith must first request a Security Ticket (TAN) from the KCS. Please refer to section 5 of this training manual.

6.3 Step 2 – Call BMW Hotline

Once the California Locksmith obtains a Security Ticket (TAN), they must then call the BMW Hotline within 10 minutes before the Security Ticket (TAN) expires. The Security Ticket (TAN) can only be used once. Along with the Security Ticket (TAN), the California Locksmith is required to provide their SDRM ID to the BMW Hotline for their order to be processed.

6.4 Step 3 – Provide 17 digit VIN to BMW Hotline

The BMW Hotline will validate the California Locksmith based on the information provided in Step 2. The California Locksmith will be required to provide the full 17 digit vehicle identification number (VIN) of the vehicle to the BMW Hotline. The BMW Hotline will check if there is a free key position for the VIN.

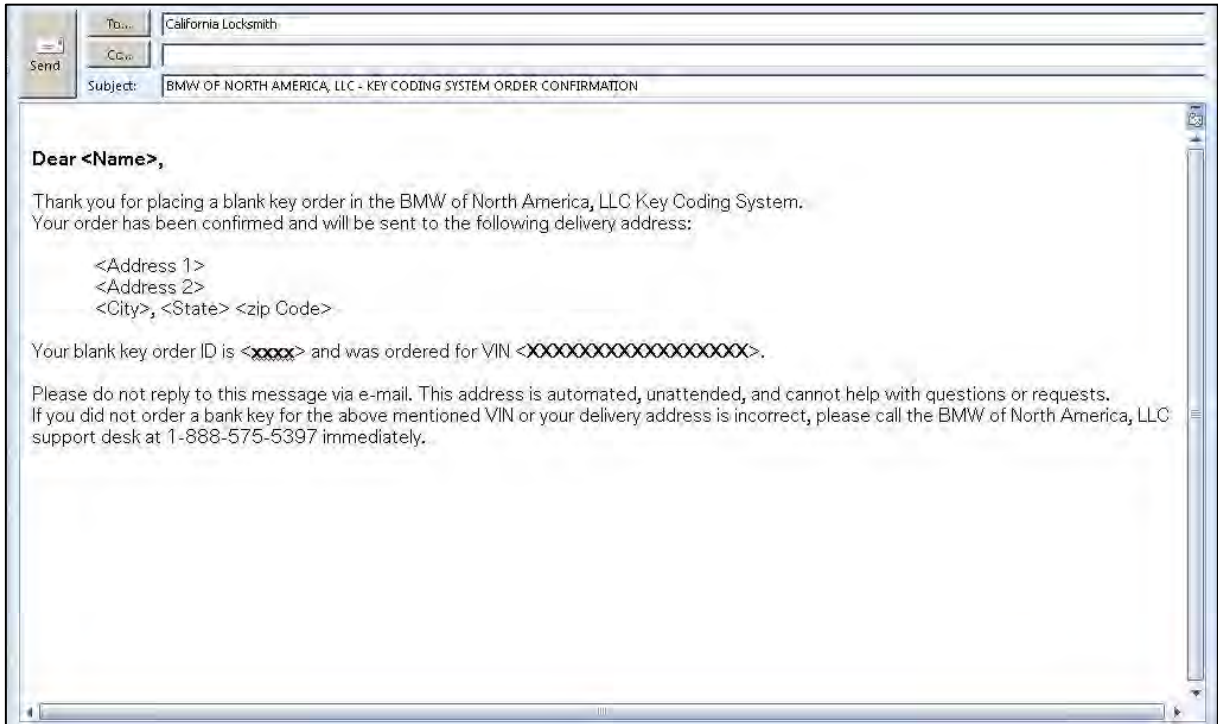
6.5 Step 4 – BMW Hotline processes request

The BMW Hotline will process the payment from the California Locksmith. Upon successful processing of payment for the key, the BMW Hotline will then enter the following information into the KCS and process the order:

- California Locksmith ID
- 17 digit vehicle identification number (VIN)
- Confirm payment was processed
- Confirm delivery address.

6.6 Step 5 – Confirmation e-mail

Upon confirmation of the payment and order, the KCS will deliver an e-mail to the California Locksmith confirming the order. The BMW Hotline representative will also provide the California Locksmith with a Key Code over the phone. **It's important to note the Key Code along with the 17 digit VIN is required to code the blank key for the customer as described in Section 8.**



6.7 Step 6 – Blank key shipped

A blank key will be shipped from BMW of North America, LLC to the delivery mailing address of the requesting California Locksmith containing the blank key order ID and customer VIN.

7 How to order a key writer

7.1 Overview

In order for a California Locksmith to code a key, they must have a certified BMW Key Writer device. This device can only be obtained from BMW of North America, LLC. This section provides step by step instructions how order a Key Writer device.

7.2 Step 1 - Request a KCS security ticket (TAN)

The California Locksmith must first request a Security Ticket (TAN) from the KCS. Please refer to section 5 of this training manual.

7.3 Step 2 - Call BMW Hotline

Once the California Locksmith obtains the Security Ticket (TAN), they must then call the BMW Hotline within 10 minutes before the Security Ticket (TAN) expires. The Security Ticket (TAN) can only be used once. Along with the Security Ticket (TAN), the California Locksmith must provide to the BMW Hotline their SDRM ID in order to proceed.

7.4 Step 3 – BMW Hotline validates request and enters the order

The BMW Hotline will validate the California Locksmith based on the information provided in Step 2. And process the payment for the Key Writer device. Upon payment confirmation, the BMW Hotline will place an order on the California Locksmith's behalf.

7.5 Step 4 – KCS generates confirmation

The KCS will generate a confirmation e-mail and send it to the California Locksmith confirming the order. The Key Writer device will be shipped to the California Locksmith's verified delivery address and arrive within 5 – 10 business days from when the order is placed.

8 How to code a key

8.1 Overview

Once the California Locksmith receives a blank key from BMW, they are responsible to **code** and cut the key before providing it to the customer. The 17 digit VIN and Key Code are required to code the blank key using the BMW Key Writer. The Key Code is provided to the California Locksmith by the BMW Hotline at the time the blank key order is placed over the phone (please refer to Section 6). This section provides step by step instructions how to **code** a blank key.

8.2 Step 1 - Log on to KCS

Log on to the KCS using a valid LSID and SDRM ID (see section 2). Once the KCS main page is displayed **click on the 'Open' button** in the BMW Key coding modules section under 'Start key coding'.

BMW NORTH AMERICA - Key Coding System

BMW NORTH AMERICA - Key Coding System

Home
Change password
Downloads
Log out

Locksmith
Name: Joern Wellniak
SDRM ID: g36d27a9
Status: Inactive
Email verified: Yes
Address verified: No

BMW Hotline support
Please request a ticket number before calling the Hotline. (1-888-575-5397) For key ordering a valid ticket number is required.
[Request ticket](#)

BMW Key coding modules
Start key coding:
[Open](#)
Retrieve cut code:
[Open](#)

Address verification
Enter address verification code
[Open](#)

Download area
A manual with instructions on how to activate your new key is located in the download area.
[Download area](#)

[Legal / Contact](#)

8.3 Step 2 – Enter VIN and Key Code

The following screen will be displayed.

BMW NORTH AMERICA - Key Coding System

BMW NORTH AMERICA - Key Coding System
BMW Key Coding

Home
Change password
Downloads
Log out

BMW Key Coding

VIN:

Key Code:

I warrant and represent that I am a duly registered locksmith and I have been requested by a customer or a member of a customer's immediate family to assist in replacing a lost key. I represent that I have verified that the requesting customer is either the owner of the vehicle or an immediate family member of the owner of the vehicle and I have taken the following steps to do so.

I represent that I have verified the identity of the customer or a member of the customer's immediate family by visually inspecting said party's driver's license. I have also inspected said person's vehicle registration, and I have verified that the requesting party's name and address listed on the registration matches that which is listed on the submitted driver's

Accept

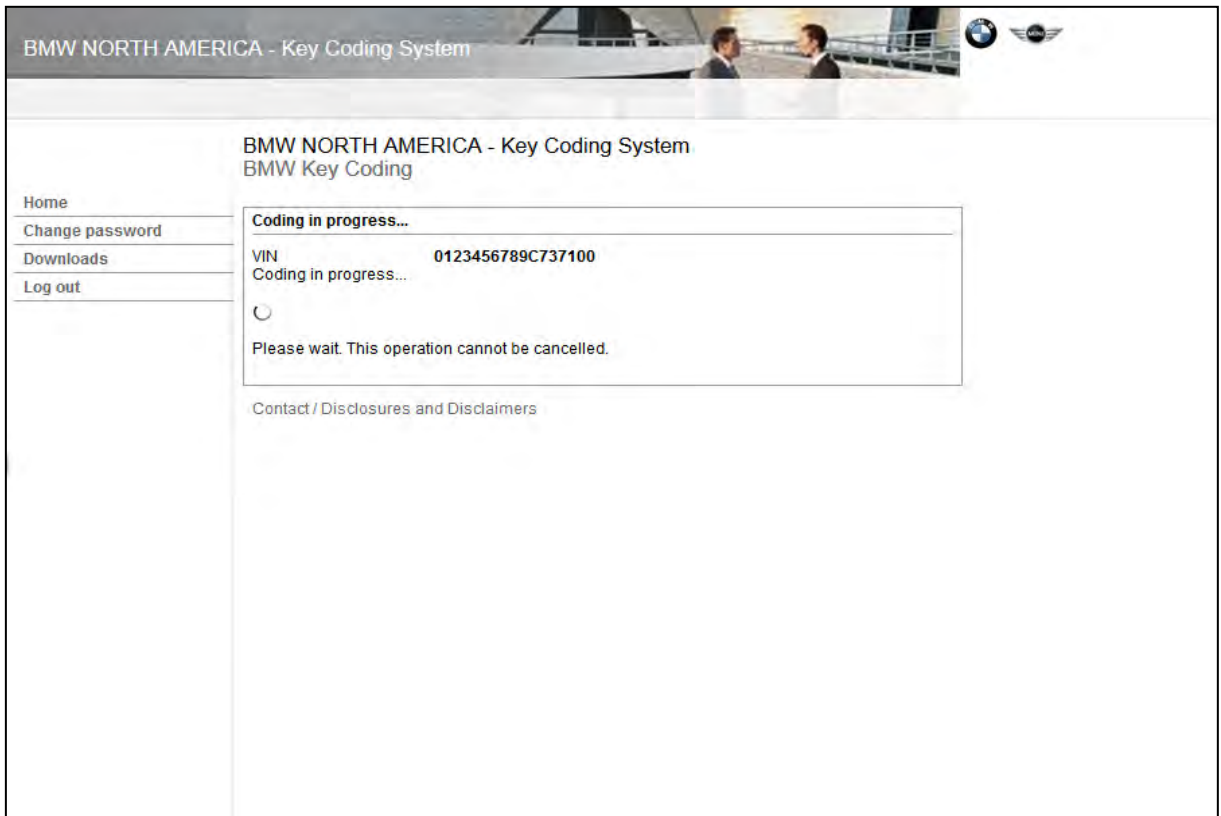
Start coding **Cancel**

[Contact / Disclosures and Disclaimers](#)

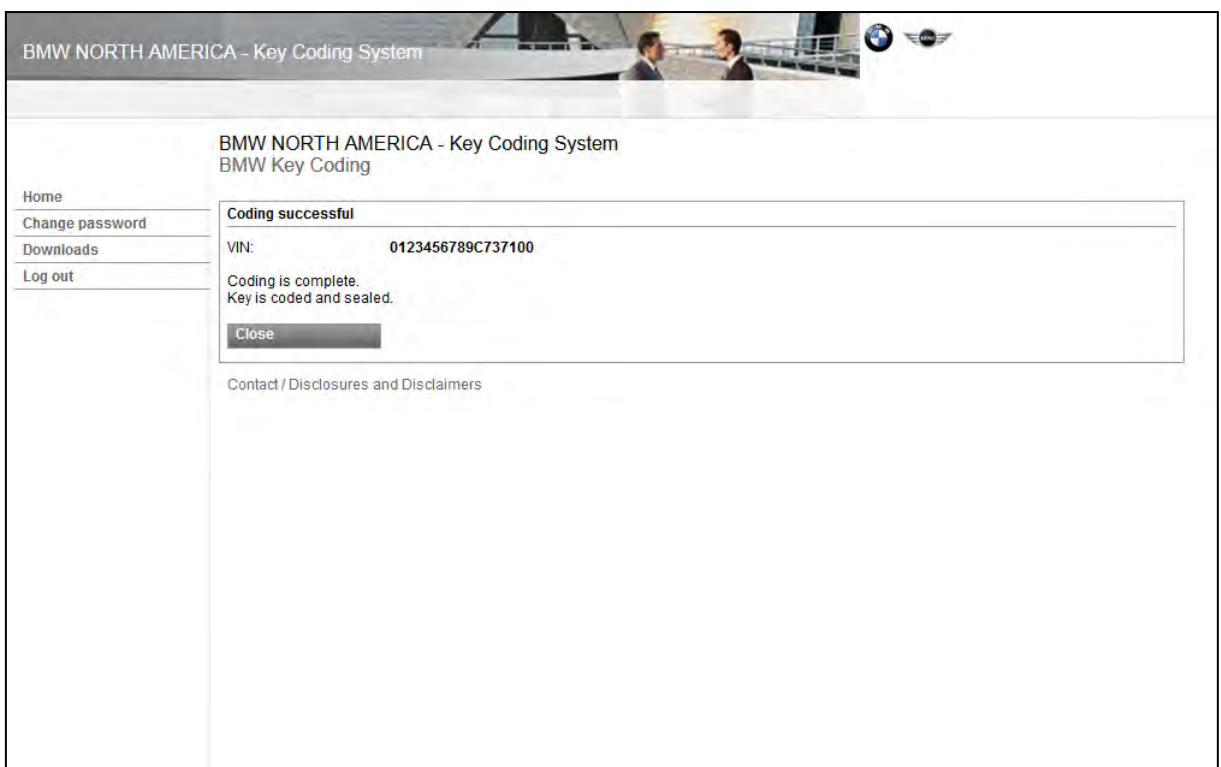
To proceed, perform the following:

- Enter the 17 digit VIN along with the Key Code provided by the BMW Hotline when the key order was placed highlighted above.
- Read the disclaimer and then **check the 'accept'** check box.
- Place the black key in the Key Writer device.
- **Click on the 'Start Coding'** button to start the coding process or **click on the 'Cancel'** button and you will be returned to the KCS main page.

The Key Writer device will begin coding the blank key and display the following message.



Upon successful completion of the key coding the following message will be displayed.



9 How to cut a key

9.1 Overview

Once the California Locksmith receives a blank key from BMW, they are responsible to code and **cut** the key before providing it to the customer. The 17 digit VIN and Key Code are required to retrieve the cut code from the KCS. The Key Code is provided to the California Locksmith by the BMW Hotline at the time the blank key order is placed over the phone (please refer to Section 6). This section provides step by step instructions how to retrieve the **cut** code for the blank key.

9.2 Step 1 - Log on to KCS

Log on to the KCS using a valid LSID and SDRM ID (see Section 2). Once the KCS main page is displayed **click on the 'Open' button** in the BMW Key coding modules section under 'Retrieve cut code'.

BMW NORTH AMERICA - Key Coding System

BMW NORTH AMERICA - Key Coding System

Home
Change password
Downloads
Log out

Locksmith
Name: Joern Wellniak
SDRM ID: g36d27a9
Status: Inactive
Email verified: Yes
Address verified: No

BMW Hotline support
Please request a ticket number before calling the Hotline. (1-888-575-5397) For key ordering a valid ticket number is required.
[Request ticket](#)

BMW Key coding modules
Start key coding:
[Open](#)
Retrieve cut code:
[Open](#)

Address verification
Enter address verification code
[Open](#)

Download area
A manual with instructions on how to activate your new key is located in the download area.
[Download area](#)

Legal / Contact

9.3 Step 2 - Enter VIN and Key Code

The following screen will be displayed.

BMW NORTH AMERICA - Key Coding System
BMW Key Cutting

Home
Change password
Downloads
Log out

Request cut code

VIN:
Key Code:

I warrant and represent that I am a duly registered locksmith and I have been requested by a customer or a member of a customer's immediate family to assist in replacing a lost key. I represent that I have verified that the requesting customer is either the owner of the vehicle or an immediate family member of the owner of the vehicle and I have taken the following steps to do so.

I represent that I have verified the identity of the customer or a member of the customer's immediate family by visually inspecting said party's driver's license. I have also inspected said person's vehicle registration, and I have verified that the requesting party's name and address listed on the registration matches that which is listed on the submitted driver's

Accept

Request cut code **Cancel**

Contact / Disclosures and Disclaimers

To proceed, perform the following:

- Enter the 17 digit VIN along with the Key Code provided in the KCS generated e-mail confirmation when the key order was placed highlighted above.
- Read the disclaimer and then **check the 'accept'** check box.
- **Click on the 'Request cut code'** button to retrieve the cut code or **click on the 'Cancel'** button and you will be returned to the KCS main page.

The following screen will be displayed with the cut code.

BMW NORTH AMERICA - Key Coding System
BMW Key Cutting

Cut code

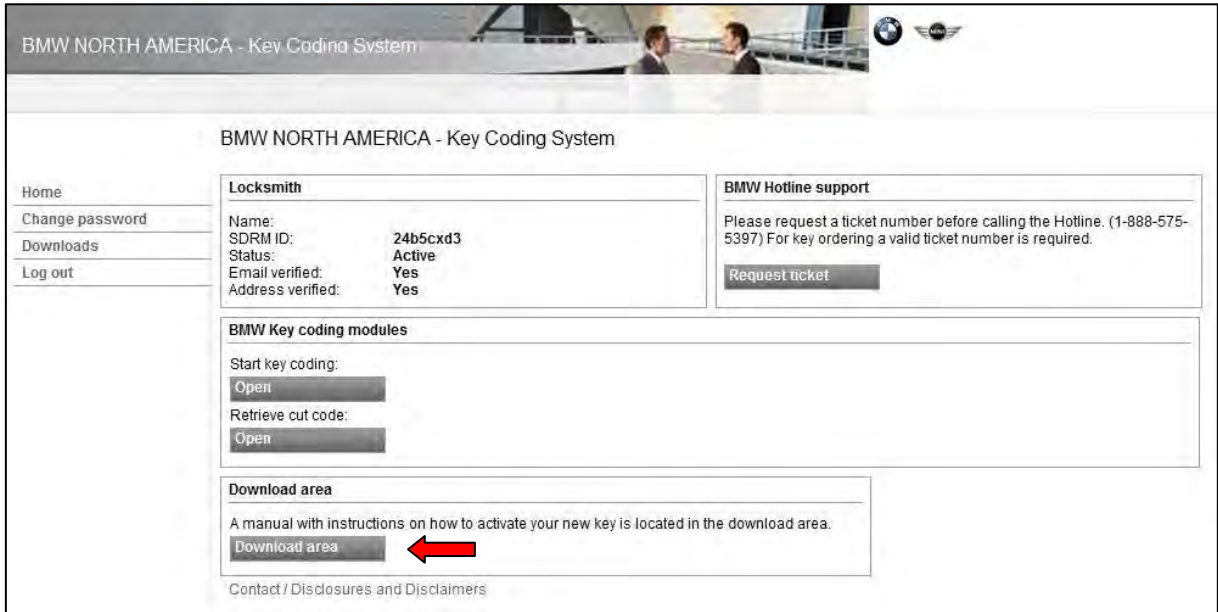
VIN: **0123456789C737102**
The cut code is: **HF00019315**

A mapping table between BMW cut code and cut shape is available for download in the portal.

Close

9.4 Step 3 – Download cut code mapping table

As noted on the screen the cut code is displayed on, a mapping table is available for download from the KCS portal main page. Go to the KCS main page and **click on the “download area”** button under the download area section.



10 How to activate a key

10.1 Overview

Once the California Locksmith codes and cuts the blank key, it is now ready to be activated with the vehicle. There are three different set of instructions that can be followed based on the model type and production date of the vehicle. These instructions are located in the **downloads section** of the KCS main page.

The screenshot displays the BMW North America Key Coding System (KCS) user interface. At the top, the header reads "BMW NORTH AMERICA - Key Coding System". Below the header, the main content area is titled "BMW NORTH AMERICA - Key Coding System". On the left side, there is a navigation menu with the following items: Home, Change password, Downloads, and Log out. A red arrow points to the "Downloads" link. The main content area is divided into several sections:

- Locksmith**: A table showing user details for Joern Wellniak.

Name:	Joern Wellniak
SDRM ID:	g36d27a9
Status:	Inactive
Email verified:	Yes
Address verified:	No
- BMW Hotline support**: A text box with the message: "Please request a ticket number before calling the Hotline. (1-888-575-5397) For key ordering a valid ticket number is required." Below this is a "Request ticket" button.
- BMW Key coding modules**: A section with two "Open" buttons for "Start key coding:" and "Retrieve cut code:".
- Address verification**: A section with a text input field for "Enter address verification code" and an "Open" button.
- Download area**: A section with a text box stating "A manual with instructions on how to activate your new key is located in the download area." Below this is a "Download area" button.

At the bottom of the page, there is a link for "Legal / Contact".

11 Appendix A

BMW of North America, LLC	
Key Coding System - Locksmith Account Activation Form	
Please fill out this form with the required information. Scan and e-mail it to atlas@bmwna.com .	
The submitter of this form certifies that the information provided on this form is accurate. I understand that withholding of information or giving false information will result in BMW of North America, LLC's refusal to grant access the Key Coding System.	
SDRM ID	<input type="text"/>
Locksmith e-mail address	<input type="text"/>
Locksmith Last Name:	<input type="text"/>
Locksmith First Name:	<input type="text"/>
Locksmith Signature:	<input type="text"/>
Company:	<input type="text"/>
Address	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip:	<input type="text"/>
Phone Number:	<input type="text"/>
Comments:	<input type="text"/>
US Time Zone:	<input type="text"/>