SI B84 03 14
Communication Systems

June 2014
Technical Service

SB-10056099-8047

iPhone: Connection Failures with iOS 7

MODEL

E60 (5 Series Sedan) from 09/08

E61 (5 Series Sports Wagon) from 09/08

E63 (6 Series Coupe) from 09/08

E64 (6 Series Convertible) from 09/08

E70 (X5) from 10/08

E71 (X6) from 04/08

E72 (X6 ActiveHybrid)

E82 (1 Series Coupe) from 09/08

E84 (X1)

E88 (1 Series Convertible) from 09/08

E89 (Z4)

E90 (3 Series Sedan) from 09/08

E91 (3 Series Sports Wagon) from 09/08

E92 (3 Series Coupe) from 09/08

E93 (3 Series Convertible) from 09/08

F01, F02 (7 Series Sedan)

F02H (7 Series Sedan ActiveHybrid)

F04H (7 Series Sedan ActiveHybrid)

F06 (6 Series Gran Coupe)

F07 (5 Series Gran Turismo)

F10 (5 Series Sedan)

F10H (5 Series ActiveHybrid)

F12 (6 Series Convertible)

F13 (6 Series Coupe)

F15 (X5)

F22 (2 Series Coupe)

F25 (X3)

F30 (3 Series Sedan)

F30H (3 Series ActiveHybrid)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series Gran Turismo)

With options:

6NH (Hands-free Bluetooth and USB audio connection)

Or

6NS (Enhanced USB and Bluetooth, plus smart phone integration)

SITUATION
There are various connectivity failures with the iPhone using iOS 7. Some examples are listed below:

- Call disconnection
- Contact List incomplete
- General connection failures

CAUSE
Apple software iOS 7 and its variants

PROCEDURE
Important: The customer's phone may be **required** for diagnosis.

1. Duplicate the issue.

2. Find out the following from the customer:

   o Type of phone

   o Software level

   o Service provider (ATT, Verizon, etc.)

3. Verify the device (phone) is listed on

   bmwusa.com/Standard/Content/Owner/BluetoothTechnology/bluetoothframedin.aspx as a recommended
   device for use in the vehicle. A Vehicle Identification Number (VIN) search must be used.

4. All Bluetooth-related fault codes must be diagnosed and resolved using the latest version of ISTA prior to proceeding.

   Always connect a BMW approved battery charger/power supply (SI B04 23 10).

5. If the issue persists even after working through all the faults, per the steps above, advise the customer that there is limited functionality with iOS 7.

ADDITIONAL DIAGNOSTIC STEPS (HINTS)

Note: If needed, pages 3 through 5 can be printed and given to the customer.

1. Pair the customer's phone to another similar vehicle (options).

2. Pair a known good similar device to the customer's vehicle.

3. Perform the following steps:

   o Delete the device from the vehicle.

   o Delete the vehicle from the device.

   o Turn off Bluetooth in both the vehicle and the device.

   o Allow the vehicle to sleep for 5 minutes.

   o Pair the phone to the vehicle.

4. Reconfigure the contact lists transferred to the vehicle as described in the steps below: • The contact list(s) being transferred to the vehicle must be changed. Note: This must be done for each VIN, if the customer's phone is paired to multiple BMW vehicles. • Go to "Settings." • Then go to "Bluetooth."

●●●●○ AT&T 4G 8:19 🔒 🔟 ✻ 74% ▉▶ **Settings** ✈ Airplane Mode ⬤ 📶 Wi-Fi Not Connected > ✳ Bluetooth **Touch here** On > GRUSB8414-01	• The contact list(s) being transferred to the vehicle must be changed. Note: This must be done for each VIN, if the customer's phone is paired to multiple BMW vehicles. • Go to "Settings." • Then go to "Bluetooth."
	• To configure the contact lists that are transferred to the vehicle, touch the "i" shown in the picture.

- This picture shows the "default" configuration for the contact lists that are transferred to the vehicle.

- This picture shows "Phone Favorites and Phone Recents" selected to be transferred to the vehicle.

  Note: In this configuration, the recent and favorites call list will be transferred to the vehicle, but **not** the complete contact list (phone book).

5. Reset the network settings on the iPhone as follows:
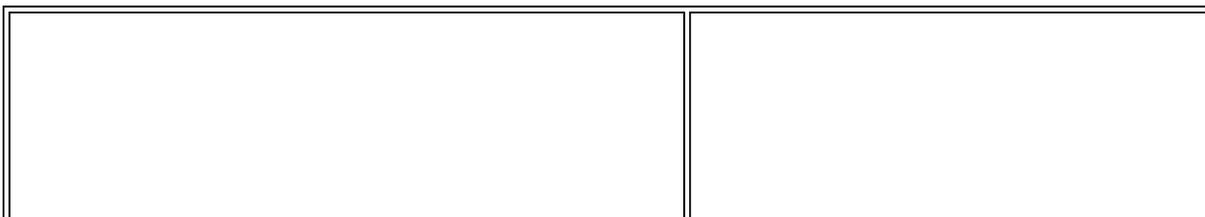
Settings **General** Auto-Lock 2 Minutes > Restrictions Off > Date & Time > Keyboard > International > iTunes Wi-Fi Sync > VPN Not Connected Reset GRUSB8414-06	From the "Settings" menu, go to: • "General" • Then "Reset"
General **Reset** Reset All Settings Erase All Content and Settings Reset Network Settings GRUSB8414-07	• Select "Reset Network Settings." Note: All networks will have to be reconnected.

6. Turn off the iCloud services.

Settings General > Wallpapers & Brightness > Sounds > Passcode > Privacy > iCloud > Mail, Contacts, Calendars Notes GRUSB8414-08	• Select iCloud from the "Settings" menu. Note: Turn off one service at a time and test each service. • Turn the phone off and back on.

7. Also check the following:

• Check for and remove all "emoticons" (smiley faces) and other special characters.

- Close all the apps running in the background, as follows:

  o Double click on the "Home" button;

  o Then swipe the app upwards or press the (-) icon.

8. Retest the functionality.

WARRANTY INFORMATION

Under the terms of the BMW New Vehicle/SAV Limited Warranty, if performing the ISTA diagnostics and related test plans results in eligible and covered work, claim this work with the applicable defect code and/or labor operations listed in KSD2.