



SI B65 23 15  
Audio, Navigation, Monitors, Alarms, SRS

December 2015  
Technical Service

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## SUBJECT

**Owner's Manual Videos/Animations will not play.**

## MODEL

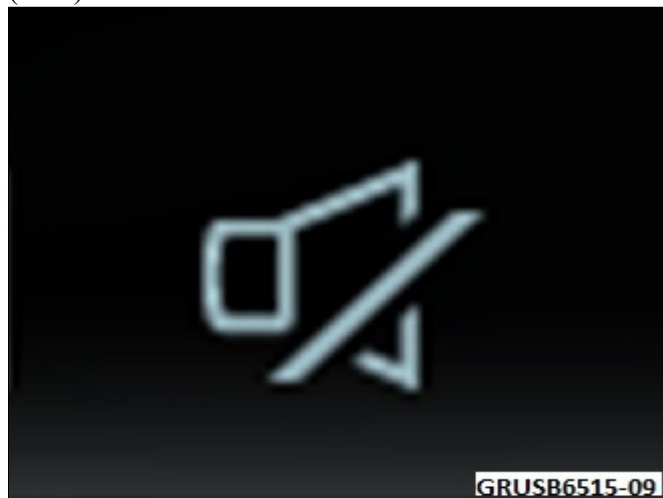
G12 (7 Series)

## SITUATION

When trying to view video instructions in the owner's manual via the iDrive, the play icon is greyed out and cannot be selected.

## CAUSE

Head Unit audio is muted. The audio mute symbol can be seen at the top of the Control Display (CID)



## PROCEDURE

Switch the Head Unit audio on before entering Owner's Manual Videos/Animations. This can be done by turning the radio volume button or using the steering wheel MFL volume buttons.

## WARRANTY INFORMATION

Not Applicable

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