




SI B65 25 17  
Audio, Navigation, Information, Safety  
SystemsNavigation, Information, Safety Systems

December 2017  
Technical Service

## ENTRY EVO HEAD UNIT WILL NOT PLAY MP3 FORMATTED CD'S

New information provided by this revision is preceded by this symbol  .

This Service Information bulletin supersedes SI B65 25 17 **dated December 2017**.

### WHATS NEW

- Models removed – G12 G30 G32 – These vehicles have HU-High as 100% option

### MODEL

F22 (2 Series)	F23 (2 Series Convertible)	F30 (3 Series Sedan)	F31 (3 Series Sport Wagon)
F32 (4 Series Coupe)	F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)
F39 (X2 sDrive 28i)	F48 (X1 sDrive 28i)	F80 (M3 Sedan)	F82 (M4 Coupe)
G01 (X3)	G02 (X4)		

Produced from March 2017

### SITUATION

Data CD's (encoded as MP3's) can NOT be played.

Audio CD's play normally.

### CAUSE

Ability to play MP3 encoded CD's was omitted as of the introduction of Head Unit Basis 2 (Entry Evo) and can NOT be retrofitted.

### CORRECTION

Advise and instruct the customer.

### PROCEDURE

For conditions that are similar to the situation described:

Advise the customer to save the files to a USB stick and use the vehicles USB port to play the MP3 files.

**DO NOT replace Head Unit Basis 2 or any related parts. DO NOT program the vehicle for this complaint.**

### WARRANTY INFORMATION

Reimbursement under warranty is NOT permitted for programming/encoding, and/or replacement of the Head Unit Basis 2 (Entry Evo) or any other repair attempt.

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