



## HEAD UNIT HIGH RESETS WITH CONNECTION OF IPHONE 8, IPHONE 8 PLUS OR IPHONE X

### MODEL

F54 (Cooper, Cooper S, JCW Clubman)	F55 (Cooper, Cooper S, JCW Hardtop 4 door)	F56 (Cooper, Cooper S, JCW Hardtop 2 door)	F57 (Cooper, Cooper S, JCW Convertible)
F60 (Cooper Countryman, Cooper S Countryman, Cooper S Countryman All4)			

Equipped with option SA609 (Navigation system)

### SITUATION

Customer notices that, sporadically, when connecting the iPhone 8, iPhone 8+ or iPhone X to the vehicle, the Head Unit High 2 (NBT Evo) resets.

### CAUSE

11.2.2 and earlier versions of Apple iOS

### CORRECTION

Install latest iOS version.

### PROCEDURE

For conditions that are similar to the situation described above, provide the customer with the steps outlined below. In most cases, the customer can perform these updates on their own. However, if the customer is unable to perform the procedure, please refer them to the Dealer BMW Genius.

Advise the customer to perform the following:

- Check for iOS updates
- Download and install the latest update to the device
- Remove/delete all emoticons (emoji) from contact list and device name
- Shut down the device completely – not sleep mode
- Power up the device
- Retest functionality

### PARTS INFORMATION

Parts replacement will not provide a solution to this situation.

## **WARRANTY INFORMATION**

Not applicable

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