



BMW APPS RANDOMLY STARTS PLAYING ON ITS OWN

MODEL

G01 (X3)	G30 (5 Series Sedan)	G12 (7 Series Sedan)	F30 (3 Series Sedan)
F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)	F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)
F36 (4 Series Gran Coupe)	F22 (2 Series Coupe)	F23 (2 Series Convertible)	F15 (X5)
F16 (X6)	F25 (X3)	F26 (X4)	F48 (X1)
F80 (M3)	F82 (M4 Coupe)	F83 (M4 Convertible)	F85 (X5 M)
F86 (X6 M)	F87 (M2)	G32 (6 Series Gran Turismo)	F12 (6 Series Convertible)
F13 (6 Series Coupe)	F01 (7 Series Sedan)	F02 (7 Series LWB Sedan)	F10 (5 Series Sedan)
I01 (i3 & i3 REx)	I12 (i8)		

SITUATION

While listening to FM, or AM, or Satellite Radio (SDARs), the audio source randomly switches to BMW Apps (Pandora, Spotify, Audible etc.) with no input from driver or passenger.

CAUSE

The situation is caused by actions produced by the Bluetooth device and/or the Apps controlling it. The Head Unit-High (HU-H) is responding to signals received from the Bluetooth device.

CORRECTION

1. Update the device and Apps to latest software version
2. Eliminate possibility of Bluetooth device initiating communication.

PROCEDURE

For conditions that are similar to the situation described: Provide the customer with the steps outlined below. In most cases, the customer can perform the steps. However, if the customer is unable to perform the procedure, please refer them to the BMW Dealer Genius.

1. Provide the proper software environment for the device by:
 - Upgrading the Bluetooth device to the latest iOS software version (e.g. Apple iOS 11.2.2)
 - Upgrading the App(s) to the latest version

2. Turn off Apps function in the vehicle via iDrive.
 - a. Communication
 - b. Manage mobile device
 - c. Select the device
 - d. Scroll down and Uncheck "App"
3. Close all Apps on the device.
4. Lock the device before unlocking and entering the vehicle.
5. Before retesting, be sure to lock the vehicle and allow to sleep at least 5 mins.
6. Retest for random App initiation.

Does the HU-H randomly switch to Apps?

YES- continue diagnosis with ISTA.

NO - Educate the customer how to:

- stop HU-H from receiving App direction from Bluetooth device (Step 2)
- prevent unintentional initiation (Steps 3 and 4)



Note the following:

- Do not replace parts.
- Do not program the vehicle.

These actions will not resolve the situation

WARRANTY INFORMATION

Not Applicable

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