



BLUETOOTH AND USB AUDIO PLAYBACK FUNCTIONS MISSING - IPHONE

MODEL

F22 (2 Series Coupe)	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)	F48 (X1)	F80 (M3 Sedan)	F82 (M4 Coupe)
F83 (M4 Convertible)	F87 (M2 Coupe)	G01 (X3)	

Production affected:

- G01 from SOP
- 2 and 3 Series from 07/2017
- 4 Series from 3/2017
- X1 Series from 07/2017
- X2 Series from 11/2017

With any of the following options:

- SA6UN Navigation System Business
- SA663 Radio BMW Professional
- SA645 Radio Control US
- SA6UP Navigation with Touch Pad Controller

SITUATION

Playlists, song titles, etc. from iPhone do not display on Head Unit Basic 2.

Playback device is iPhone (X,8,7,6, SE) with iOS v11.2.5

CAUSE

iOS v11.2.5

CORRECTION

Install the latest iOS version.

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 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
- 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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