



APPLE PAY WALLET- POP-UP WINDOW APPEARS IN THE IPHONE DISPLAY

MODEL

G05 (X5 Sports Activity Vehicle)	G07 (X7 SAV)	G14 (8 Series Convertible)	G15 (8 Series Coupe)
G20 (3 Series Sedan)	G29 (Z4 Roadster)		

Equipped with either, or both option codes:

- SA 6NW Wireless Charger
- SA 322 Comfort Access, includes Near Field Communication (NFC)

SITUATION

If the customer's iPhone is placed in the center console phone tray which contains either the wireless charging station, the NFC station, or both; the "Apple Pay Wallet" pop-up window appears in the iPhone display.

This pop-up window can also be triggered by vibration during normal vehicle operation, and by occupant sound input. Switching to the iPhone's "Home" screen (or "Display off" button) closes the pop-up window.

If the customer does not actuate the iPhone, the pop-up window closes automatically after 30 seconds.



Attention: No payment procedure is triggered via Apple Pay by this occurrence.



Note:

1. With the wireless charger, the pop-up window appears at irregular intervals.
2. With the NFC station, the pop-up window appears approx. every 6 seconds, because the NFC queries the vehicle in regular intervals (status iOS 12.x).



NFC only; no wireless charging.

- NFC is indicated by the 3 curved lines (circled) to the left of the cell phone outline

G20 shown; other models similar.



NFC and wireless charging.

- Wireless charging capability is indicated by the “lightning bolt” icon (circled) within the cell phone outline

CAUSE

Unfavorable iOS (Apple) software.

CORRECTION

Advise the customer to install the iOS software update version 13.x. on their iPhone when it becomes available.

- This iOS software update will become available in the summer 2019.

Until then, please explain and advise your customer about this particular fault pattern.



Note: Both part replacement and programming/encoding the vehicle will not provide a solution for this situation.

WARRANTY INFORMATION

This service information bulletin provides third-party component and software-related information.

The issue described in this bulletin is not a defect in materials or workmanship that pertains to the BMW vehicle, claim submissions to BMW are not permitted.

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