



SIB 65 01 25

2025-01-16

BMW INTELLIGENT PERSONAL ASSISTANT MALFUNCTIONS – HU-H6

 THIS REPAIR IS MOBILE FRIENDLY

## MODEL

E-Series	Model Description	Affected Option Code
G45	X3 Sports Activity Vehicle	With HU-H6

## SITUATION

The BMW Intelligent Personal Assistant does not activate or once activated does not acknowledge voice commands.

## CAUSE

Unfavorable software in the Voice Assistants app within the head unit (HU).

## CORRECTION

Update the Voice Assistants app to version 5.0.28 or higher.

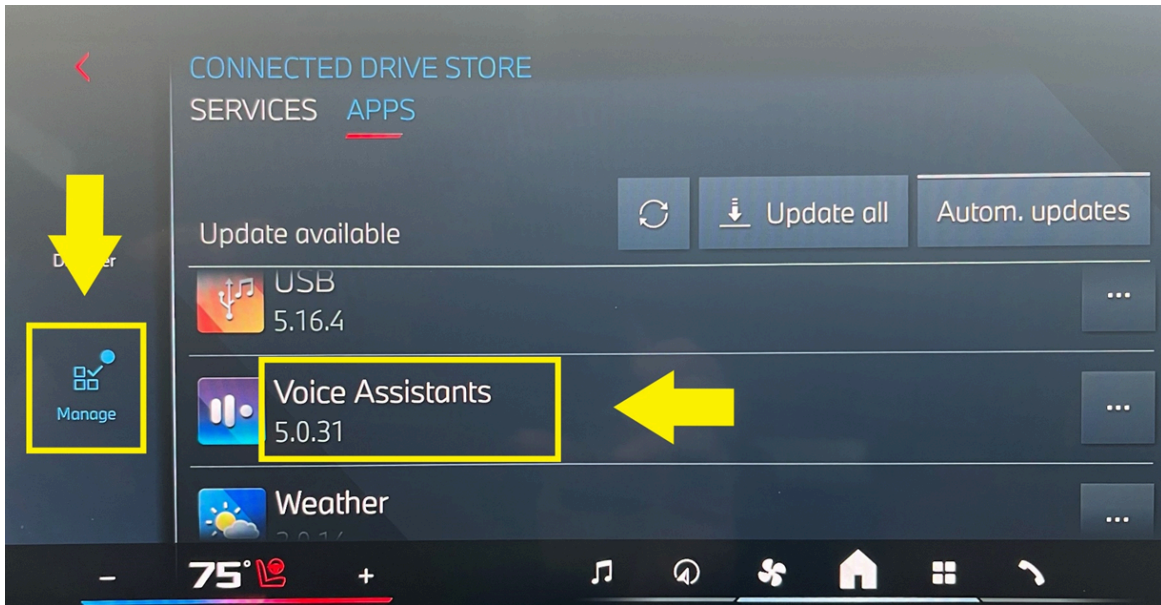
## PROCEDURE

In the event of this concern, read out the fault memory. If any relevant faults are stored, continue the diagnosis with ISTA.

If there are no relevant fault memory entries, proceed with the following steps:

1. Check the current software version of the Voice Assistant app. If the app version is lower than 5.0.28, then it should be updated. Both the version of the Voice Assistant app and the process to update the app can be found using the following path in the vehicle:

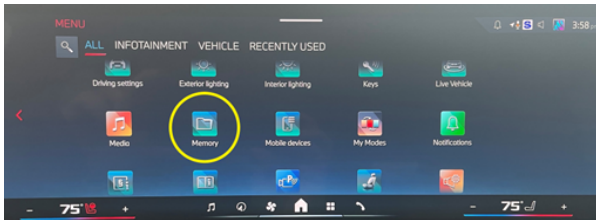
- a. Select ConnectedDrive Store
- b. Manage
- c. Apps
- d. Voice Assistants App
- e. Update



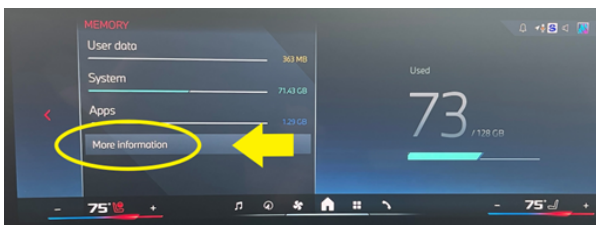
After the Voice Assistants app update, reassess the function of the BMW Intelligent Personal Assistant. If the customer complaint still applies, proceed to the next step.

2. Reset the user data and ensure that the language package has been downloaded successfully. This can be done using the following path in the vehicle:

a. Select the "Memory" app



b. Select "More Information"



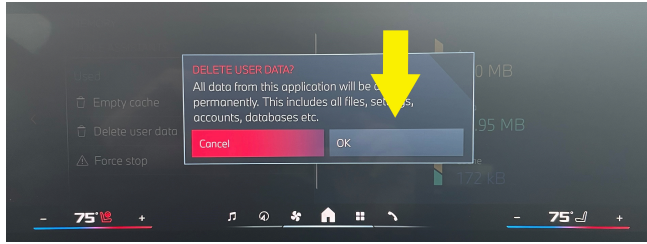
c. Select "Voice Assistants"



d. Select "Delete User Data"



e. Select "OK"



3. Afterwards, the language package for the BMW Intelligent Personal Assistant will need to be re-downloaded. Pressing the microphone button on the multi-function steering wheel will begin that process.

4. Open the BMW Intelligent Personal Assistant app and ensure that the language package has been loaded successfully. This can be seen under the following path:

- a. Select BMW Intelligent Personal Assistant app
- b. Settings
- c. Language

After completion, reassess the function of the BMW Intelligent Personal Assistant.

### **CLAIM INFORMATION**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Repair Code:</b>	<b>8411111500</b>	<b>Apps (installed in the vehicle) Permanent malfunction</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Carrying out vehicle test ( <b>Main work</b> )	As applicable
Or:		
00 00 556	Carrying out vehicle test ( <b>Plusposition work</b> )	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module (Work time) (Including checking the current software version of the Voice Assistant app)	WT FRU
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

And if the:

**Voice Assistant App Version is lower than 5.0.28.**

Labor Operation	Description	Labor Allowance
84 99 000	Additional work time to update the Voice Assistant app software as described in this Service Information Bulletin	2 FRU

Work time labor operation codes 61 00 006, 00 58 500, and 84 99 000 are not considered Main labor operations.

(\* ) Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

**Other Repairs**

If other eligible and covered work is performed because of performing the ISTA diagnostics, related test plans, and/or other approved diagnosis procedures, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

**BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes**

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the the Chassis Number (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available and their corresponding FRU allowances.

**FEEDBACK REGARDING THIS BULLETIN**

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

