



SIB 65 01 25

2025-04-02

BMW INTELLIGENT PERSONAL ASSISTANT MALFUNCTIONS – HU-H6

This Service Information Bulletin (Revision 1) replaces SI B65 01 25 **dated January 2025**.

**What's New:**

- Procedure revised
- Claim Information mostly deleted

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) 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.

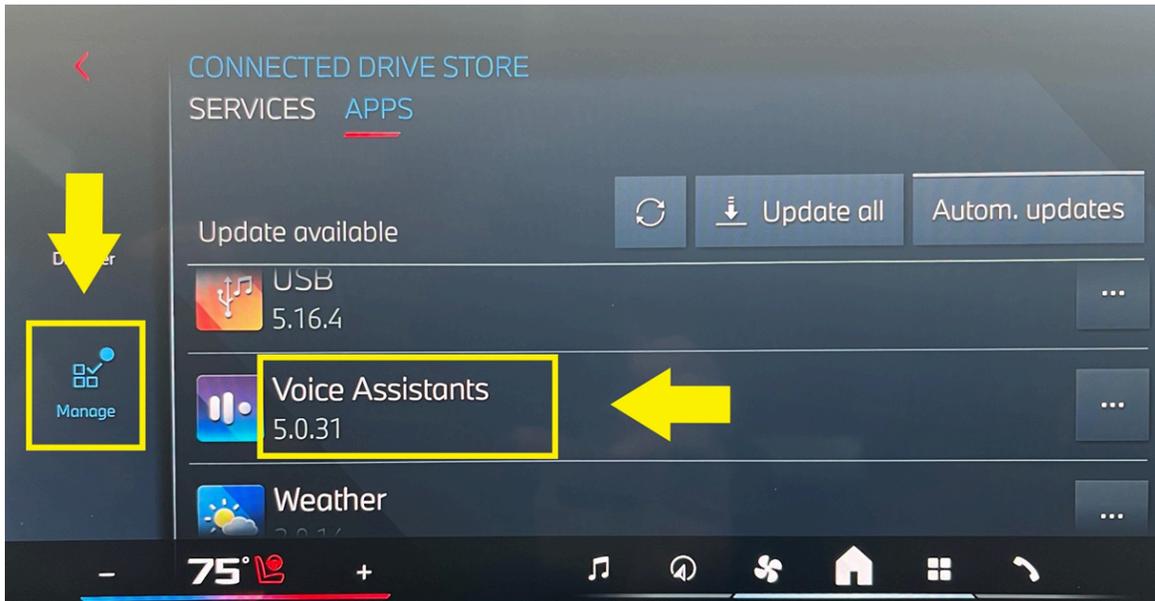
**PROCEDURE**

In the event of this concern, have or work with the customer through the following steps:

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:

- Select ConnectedDrive Store
- Manage
- Apps
- Voice Assistants App
- 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



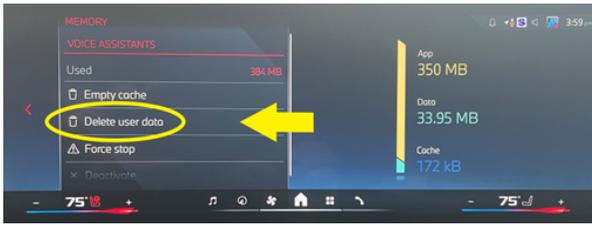
b. Select "More Information"



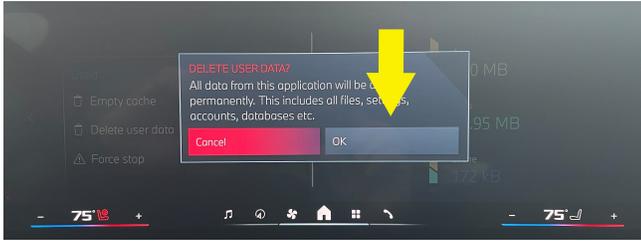
c. Select "Voice Assistants"



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.

If the issue is still present after an update of the Voice Assistants app, OR the app is already at version 5.0.28 or higher, then continue with standard diagnosis.

### [CLAIM INFORMATION](#)

This Service Information Bulletin provides technical and updated software-related information.

### [FEEDBACK REGARDING THIS BULLETIN](#)

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