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ANDROID AUTO CONNECTION ISSUES – HU-H6

2025-05-13

 THIS REPAIR IS MOBILE FRIENDLY

## MODEL

E-Series	Model Description	Affected Option Code
G45	X3 Sports Activity Vehicle	With HU-H6
U10	X2 Sports Activity Coupe	
U11	X1 Sports Activity Vehicle	

## SITUATION

In certain situations, a mobile device with Android operating systems (Google, Samsung, etc.) may not be able to connect to the vehicle OR the Android phone may not be able to connect via Android Auto.

## CAUSE

Unfavorable Bluetooth communication between Head Unit 6 (HU-H6) and Android mobile device.

## CORRECTION

Clear cache data in Android mobile device.

## PROCEDURE

This issue may be related to unfavorable software in the Android mobile device. Optimized software for the Android mobile device will be released when available. In the meantime, the following procedure will clear any corrupted pairing data in the Android mobile device. Delete the cache list of known vehicles on the Android mobile device using the following path:

- a. Settings
- b. Apps
- c. All apps
- d. Android Auto memory capacity
- e. Clear cache

## CLAIM INFORMATION

This issue is due to unfavorable software in the Android mobile device. This issue is not covered under BMW vehicle warranty.

## 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

