



SIB 84 02 25

2025-05-13

VOICE QUALITY ISSUES WITH IPHONE 14 AND EARILER

MODEL

F74 (2 Series Coupe)	F95 (X5 M Sports Activity Vehicle)	F96 (X6 M Sports Activity Coupe)	G05 (X5 Sports Activity Vehicle)
G06 (X6 Sports Activity Coupe)	G07 (X7 Sports Activity Vehicle)	G09 (XM Sports Activity Vehicle)	G20 (3 Series Sedan)
G22 (4 Series Coupe)	G23 (4 Series Convertible)	G26 (4 Series Gran Coupe)	G42 (2 Series Coupe)
G45 (X3 Sports Activity Vehicle)	G60 (5 Series Sedan)	G70 (7 Series Sedan)	G80 (M3 Sedan)
G82 (M4 Coupe)	G83 (M4 Convertible)	G87 (M2 Coupe)	G90 (M5 Sedan)
G99 (M5 Touring)	U10 (X2 Sports Activity Coupe)	U11 (X1 Sports Activity Vehicle)	I20 (iX Sports Activity Vehicle)

With Head Unit 5 (HU-H5)/ Head Unit 6 (HU-H6)**SITUATION**

When making phone calls via BMW Bluetooth (not Apple CarPlay) in the vehicle, the person in the call outside the vehicle hears a distorted voice reproduction.

CAUSE

In iOS version 18.4, the sound signal on affected iPhones is amplified by 20 dB when using Bluetooth telephony when compared to previous iOS versions.

This leads to distortions, which are perceived as a distorted voice by persons in the call outside the vehicle.

The issue occurs regardless of the vehicle's BMW software version.

CORRECTION

A solution for this issue has been included in iOS version 18.5.

PROCEDURE

Instruct the customer to update their iPhone software to iOS 18.5 or higher.

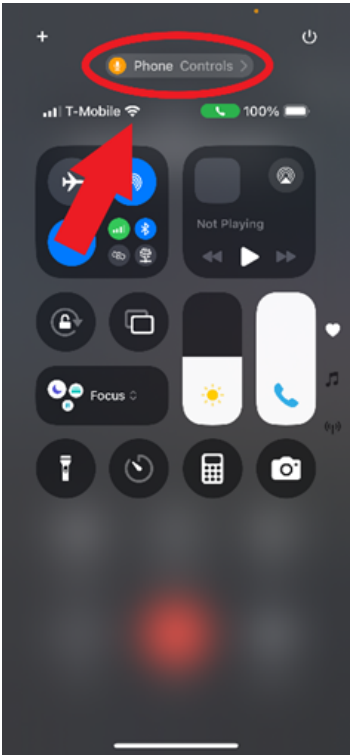
If the customer cannot update their iPhone to iOS 18.5, the customer can activate the "Voice Isolation" microphone mode on their iPhone to reduce distorted voice during the phone call.

Make sure that the "Voice Isolation" feature is added to the iPhone settings:
Settings > Accessibility > Audio & Visual > Add Voice Isolation

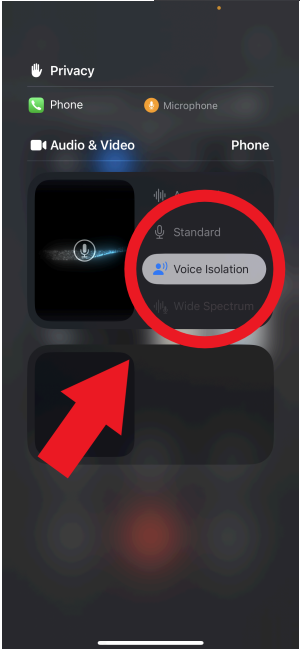
Voice Isolation can then be activated as follows during an active phone call via the iPhone Control Center of the telephone connected to the vehicle. This feature will then remain active for further phone calls. Do not perform this activation unless the vehicle is at a standstill.

Access Telephone Control by swiping down on the main call screen and selecting the "Phone Controls" option.

This must be done during an ACTIVE phone call.



In the “Phone Controls” menu, select “Voice Isolation”.



If no reduction in distorted voice reproduction can be achieved by activating the “Voice Isolation” feature, telephony via Apple CarPlay can be used as an alternative.

To do this, select the “Apple CarPlay” option from the vehicle’s “All Apps” menu.

CLAIM INFORMATION

This Service Information Bulletin is for information only. There is no BMW warranty coverage for this issue.

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

Copyright ©2025 BMW of North America, Inc.

	Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

