SIB 65 14 25   2025-06-11
HU-H6 LOSES CONNECTION WITH ALEXA

| ☒ | THIS REPAIR IS MOBILE FRIENDLY |
| ☒ | THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY |

MODEL

E-Series	Model Description	
F74	2 Series Coupe	With HU-H6
G45	X3 Sports Activity Vehicle	
U10	X2 Sports Activity Coupe	
U11	X1 Sports Activity Vehicle	

SITUATION

After the software upgrade to …24-11-5xx, the customer is no longer able to log onto Alexa in the vehicle. The system reacts to the customer's voice (a blue line appears on the central display), but Alexa does not work.

CAUSE

Unfavorable software in the Head Unit 6 (HU-H6).

CORRECTION

Program the HU-H6.

PROCEDURE

Determine the vehicle's current I-level by either using AIR or the Key Reader/AWP (Aftersales Workplace) applications.

If the I-level is lower than …25-03-538:

Program the vehicle to I-level …25-03-538 or higher using ISTA 4.52.3x (released on March 17, 2025) or higher.
- Connect the battery charger to the vehicle
- Connect the programming system to the vehicle (ISTA 4)
- Determine measures plan
- Accept and fully work through the measures plan with the control units to be programmed/encoded and enabled
- Follow the rework list
- **Depending on the rework list, carry out a vehicle test and delete the fault memory if needed**

After the programming has been fully completed, check functionality of the system.

Note: ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply (SIB 04 23 10).

For information on programming and coding with ISTA, refer to Dealer Universal Portal / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

If the I-Level is currently at …25-03-538 or a more recent version do not program the vehicle. Instead, the data for Alexa should be deleted and reinstalled via the Memory app.

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1. Delete Voice Assistant app data with the following path:

   a. Memory app
   b. User Data
   c. Voice Assistants
   d. Delete user data

2. Reinstall the Voice Assistant app via the following path:

   a. BMW ConnectedDrive Store
   b. Apps
   c. Manage
   d. Voice Assistant
   e. Update

The customer will need to re-establish the connection with Alexa and the vehicle. Then retest the system.

CLAIM INFORMATION
Vehicle Programming and Encoding

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Select one of these open Technical Campaigns instead to perform and submit for updating the vehicle to the required I-level, or higher when applicable (Includes labor operation codes 00 00 006/556, 61 21 528 and 61 00 730).

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only when the above does not apply, the BMW software solution and/or the Voice Assistant app delete, and reinstall procedure is then covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks as described below.

Repair Code:	6512580200	Headunit High HU-H Software error / internal device fault

Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test **(Main work)**	As applicable
Or:		
00 00 556	Carrying out vehicle test **(Plus work)**	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)	WT FRU
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And		
61 00 730	Programming/encoding control unit(s)	As applicable
And/or:		
65 99 000	Work time to delete and reinstall the Voice Assistant app	2 FRU

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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 them (including 61 21 528) when the Vehicle Test is included in another repair.

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

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the appliable 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.

(*) 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