

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input checked="" type="checkbox"/>	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

Customer may discover that after a sleep cycle, any paired Bluetooth devices may have been deleted from the head unit and any personalized menu settings may have been set back to factory.

CAUSE

Customer operates the vehicle in the “Guest” profile.

CORRECTION

Customer must map and use their BMW ID Profile.

PROCEDURE

The “Guest” profile of the head unit was created to allow for temporary use by a guest driver. Because of this, the “Guest” profile settings are not designed to be saved over every sleep cycle. Any changed settings, or paired Bluetooth devices will be deleted and reset to factory settings.

This allows for any temporary driver using the “Guest” profile to start their drive cycle with the factory settings in place.

If consistent and repeated use of a vehicle is expected with any customer, the BMW ID must be mapped to the vehicle for that user. This will allow customer settings to be stored permanently and paired Bluetooth devices to remain paired.

CLAIM INFORMATION

This feature of the head unit is correct operation. No diagnosis for this issue will be covered under BMW warranty. No component replacement or software upgrade is permitted.

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

