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ALEXA APP NO LONGER VISIBLE AFTER I-LEVEL 25-07-530 – HU-H5

2025-10-10

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

MODEL

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 (BMW XM Sport Activity Vehicle)	G20 (3 Series Sedan)	G22 (4 Series Coupe)
G23 (4 Series Convertible)	G26 (4 Series Gran Coupe)	G42 (2 Series Coupe)	G60 (5 Series Sedan)
G70 (7 Series Sedan)	G80 (M3 Sedan)	G82 (M4 Coupe)	G83 (M4 Convertible)
G87 (M2 Coupe)	I20 (iX Sports Activity Vehicle)		

SITUATION

After the software update to I-level version ...25-07-530, the Alexa app may disappear from the App Menu in the head unit (HU-H5).

CAUSE

Older Alexa App versions are not compatible with newer head unit (HU-H5) software structure.

CORRECTION

Update the Alexa app in the HU-H5.

PROCEDURE

Check the versions of the Alexa app in the ConnectedDrive Store. If the Alexa app is lower than 5.6.1, then update the Alexa app to version 5.6.1 or higher.

Update the Alexa app through the ConnectedDrive Store using the following path:

- BMW ConnectedDrive Store
- Apps
- Manage
- Alexa
- Update

If the Alexa app is at the most current version, then proceed with standard diagnosis.

CLAIM INFORMATION

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

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
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