



SIB 65 09 26

INTELLIGENT PERSONAL ASSISTANT DOES NOT FUNCTION AFTER 25-11 – HU-H6  
2026-04-06

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

## MODEL

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

## SITUATION

The customer reports that the Intelligent Personal Assistant (IPA) does not respond to the "Hey BMW" wake-up word, or to the push-to-talk (aka voice activation) button on the steering wheel. Also, various voice commands are possibly not correctly executed.

## CAUSE

The Voice Assistant app in the head unit (HU-H6) does not update to a compatible version when the vehicle is programmed to I-level ...25-11-520.

## CORRECTION

Update the Voice Assistant app in the head unit (HU-H6) to one that is compatible to I-level ...25-11-520.

## PROCEDURE

An issue may occur when the HU-H6 is updated to I-level ...25-11-520, where the Voice Assistant app in the vehicle does not update past the 25-07 version. This can cause a compatibility issue in the head unit.

In the event of this issue occurring, first check to see if the HU-H6 has been recently replaced, AND if the issues started occurring since the replacement of the HU-H6.

1. If the HU-H6 was previously replaced, check to see whether the full 128 GB of available memory is displayed in the "Memory" app. Follow SI B65 07 26 for further steps.

2. If the HU-H6 has NOT been replaced previously, proceed with the following steps.

- a. Update the voice assistant app via the ConnectedDrive Store.
- b. Change the active BMW ID to the GUEST profile (remain in this mode for at least 1 minute). Then change back to the desired BMW ID.
- c. If the fault is still present, perform a head unit reset by pressing the volume button for 70 seconds.
- d. Delete user data via the following path:
  - i. "Memory app"
  - ii. "Apps"
  - iii. "Voice assistant app"
  - iv. "Delete user data"
- e. Then press the "microphone" button on the multifunction steering wheel to initiate the Language Package download.

## CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>6512751500</b>	<b>Speech processing Permanent malfunction</b>
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### Diagnosis

Labor Operation	Description	Labor Allowance
65 12 300*	Checking head unit for function (Main work)	3 WT FRU Max.
Or:		
65 12 300*	Checking head unit for function (Plusposition work)	2 WT FRU Max.

Or:

Labor Operation	Description	Labor Allowance
00 58 000	Diagnosis Worktime Flat Rate (Main work)	3 FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate (Plusposition work)	2 FRU

If you are using a Main labor operation code for another repair, then only claim the work time allowance that applies to the Plusposition type labor operation.

And, with the diagnosis above that applies to your center together with the work below.

### Repair

Labor Operation	Description	Labor Allowance
65 99 000	Delete user data in the Memory app	1 FRU

Work time labor operation code 65 99 000 is not considered a Main labor operation.

(\*) 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.

## 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