	SI B84 03 14	October 2014
BMW	Communication Systems	Technical Service

This Service Information bulletin supersedes SI B84 03 14 **dated June 2014.**

NEW designates changes to this revision

SUBJECT
iPhone: Connection Failures with iOS 7

MODEL
E60 (5 Series Sedan) from 09/08

E61 (5 Series Sports Wagon) from 09/08

E63 (6 Series Coupe) from 09/08

E64 (6 Series Convertible) from 09/08

E70 (X5) from 10/08

E71 (X6) from 04/08

E72 (X6 ActiveHybrid)

E82 (1 Series Coupe) from 09/08

E84 (X1)

E88 (1 Series Convertible) from 09/08

E89 (Z4)

E90 (3 Series Sedan) from 09/08

E91 (3 Series Sports Wagon) from 09/08

E92 (3 Series Coupe) from 09/08

E93 (3 Series Convertible) from 09/08

F01, F02 (7 Series Sedan)

F02H (7 Series Sedan ActiveHybrid)

F04H (7 Series Sedan ActiveHybrid)

F06 (6 Series Gran Coupe)

F07 (5 Series Gran Turismo)

F10 (5 Series Sedan)

F10H (5 Series ActiveHybrid)

F12 (6 Series Convertible)

F13 (6 Series Coupe)

F15 (X5)

F22 (2 Series Coupe)

F25 (X3)

F30 (3 Series Sedan)

F30H (3 Series ActiveHybrid)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series Gran Turismo)

With options:

6NH (Hands-free Bluetooth and USB audio connection)

Or

6NS (Enhanced USB and Bluetooth, plus smart phone integration)

SITUATION
There are various connectivity failures with the iPhone using iOS 7. Some examples are listed below:

- Call disconnection
- Contact List incomplete
- General connection failures

CAUSE
Apple software iOS 7 and its variants

NEW CORRECTION
Apple software iOS 8 (latest version)

NEW PROCEDURE
Important: It is not necessary to bring the vehicle into the workshop.

1. Advise the customer to download and install iOS 8.

2. Once the installation is completed, reboot the phone before entering the vehicle.

3. Retest phone functionality.

Note: If the customer deactivated the Bluetooth on the phone after exiting the vehicle, advise him or her to reactivate the Bluetooth function on the phone prior to unlocking and entering the vehicle. This will reduce the reconnection time.

WARRANTY INFORMATION

Under the terms of the BMW New Vehicle/SAV Limited Warranty, if performing the ISTA diagnostics and related test plans results in eligible and covered work, claim this work with the applicable defect code and/or labor operations listed in KSD2.