



This Service Information bulletin supersedes SI B84 03 17 **dated May 2017**.

What's New:

- Correction: Updated with iOS 11 information
- Procedure: Advised to update device iOS
- Warranty: Deleted all warranty information due to not covered under warranty

MODEL

F06 (6 Series Gran Coupe)	F12 (6 Series Convertible)	F13 (6 Series Coupe)	F15 (X5)
F16 (X6)	F22 (2 Series Coupe)	F23 (2 Series Convertible)	F25 (X3)*
F26 (X4)*	F30 (3 Series Sedan)	F31 (3 Series Sport Wagon)	F32 (4 Series Coupe)
F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)	F80 (M3 Sedan)
F82 (M4 Coupe)	F83 (M4 Convertible)	F85 (X5 M)	F86 (X6 M)
G12 (7 Series)	G30 (5 Series Sedan)	F87 (M2)	

Produced August 1, 2016 to July 6, 2017;

*F25 and F26 Produced September 1, 2016 to July 6, 2017

All with option code 6CP (Apple CarPlay)

SITUATION

When the Apple iPhone's CarPlay interface application is activated and connected to the vehicle's head unit, there is significant interference noise (crackling and/or static) that is audible during phone conversations.

CAUSE

The audio sampler rate of the Apple iPhone exceeds the existing sampler rate threshold of the vehicle's head unit.

CORRECTION

Apple software iOS 11.0 or higher

PROCEDURE

For conditions that are similar to the situation described:

1. Advise customer to update the device to the latest version iOS 11.x
2. Reboot device before entering the vehicle
3. Retest

Note: This issue is not vehicle related, therefore diagnostic steps and /or programming of the vehicle is not recommended.

WARRANTY INFORMATION

Not applicable.

Posted: Friday, October 13, 2017