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NAVIGATION VOICE INPUT CANNOT BE ACTIVATED/ DEACTIVATED

2026-06-16

<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	
F74	2 Series Coupe	With HU-H6
G45	X3 Sports Activity Vehicle	
U10	X2 Sports Activity Coupe	
U11	X1 Sports Activity Vehicle	

## SITUATION

After a factory reset of the head unit, the navigation voice input cannot be activated or deactivated.

## CAUSE

Unfavorable software reaction in the Navigation app after a factory reset of the head unit.

## CORRECTION

Update the Navigation application to version 2.16.22 or higher.

## PROCEDURE

Check the ConnectedDrive Store for the current version of the Navigation app. If the Navigation app version is lower than 2.16.22, then check for an available update for the Voice Assistant app using the following path:

- BMW ConnectedDrive Store
- Apps
- Manage
- Navigation
- Update

If the issue isn't resolved after the Navigation app update or the Navigation app is already above 2.16.22, then perform a head unit reset. Press and hold the volume knob/roller for 70 seconds until the head unit resets.

- The central information display goes blank (black screen), then the "start-up screen lines" appear during the reset process

After the head unit reset, retest the voice input system for proper operation.

## 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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