



BMW I3 - infotainment malfunction

Data sheet

Manufacturer	BMW
Vehicle model	I3
Engine	Electric
Year of manufacture	2013-2022
Symptoms	Sporadic restarts of the infotainment system
Recommended tool	mega macs X, macsRemote

Important safety information

Infotainment system restarts several times and loses settings

With the above-mentioned vehicle type, the infotainment system may restart suddenly and unexpectedly while the car is being driven. This can lead to and include the loss of saved settings such as radio stations and mobile phone pairing, and it can also mean that certain apps in the menu are lost.

If the above-mentioned defect is detected, it may be related to a software error in the infotainment control unit. If no other defects can be localised as the cause in the course of troubleshooting, a check should be run to determine how far a software update is available for the infotainment system.

A software update can be carried out, for example, via Hella Gutmann macsRemote Services or by using a pass-through-capable diagnostic device from the mega macs series.

Furthermore, registered access to the vehicle manufacturer's online portal is required. If the appropriate equipment is not available, please contact an authorised specialist workshop. Such an update will then restore complete functionality and system stability of the infotainment system.

Once the cause of the fault has been rectified, delete the error memory and then carry out a test drive.

 Please note

Please always observe the maintenance and repair notes provided by the vehicle manufacturer when carrying out such work and checks!

This fault profile may also occur in other vehicle models with comparable equipment variants.

Reprinting, distribution, reproduction, exploitation in any form whatsoever or disclosure of the contents of this document, even in part, is prohibited unless our express permission has been obtained in writing beforehand and the source is stated. The schematic illustrations, pictures and descriptions are provided for explanatory purposes and are only intended as a visual supplement to the document text, so they cannot be used as the basis for installation or assembly work. All rights reserved.