



PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

SUBJECT

Service Action: Bluetooth Software (KISU Data) Update

MODEL

R55 (Cooper Clubman, Cooper S Clubman)

R57 (Cooper Convertible, Cooper S Convertible)

R58 (Cooper Coupe, Cooper S Coupe)

R59 (Cooper Roadster, Cooper S Roadster)

R60 (Cooper Countryman, Cooper S Countryman)

R62 (Cooper Paceman, Cooper S Paceman)

F56 (Cooper, Cooper S Hardtop)

Produced from July 1, 2014

With COMBOX (CMedia)

OR

Option 7L5 or 609 (HU-H)

SITUATION

This Service Action is being released to improve customer satisfaction as we strive to be number 1 in the JD Power Initial Quality Survey (IQS). This new KISU software improves the Bluetooth functionality in our vehicles, and it helps to keep us up-to-date with technology innovation. Please implement the Bluetooth Software Update Service Action. This Service Action will be in effect until March 2015. Thank you for your continuous support.

Improved KISU data (Customer Initiated Software Update) is now available for installation in these vehicles via the USB port.

Improved functionality for **COMBOX:**

- Detailed view of the text messages
- Android device connection stability (linked contacts causing BT disconnection)

Improved functionality for **HU-H:**

- Reconnection strategy
- 3rd Party App Metadata – Album art and song title

Note: This Service Action is to be completed **only** at the dealer. You (dealers) will be receiving vehicles from the VDCs that will require this Service Action to be completed prior to customer delivery.

AFFECTED VEHICLES

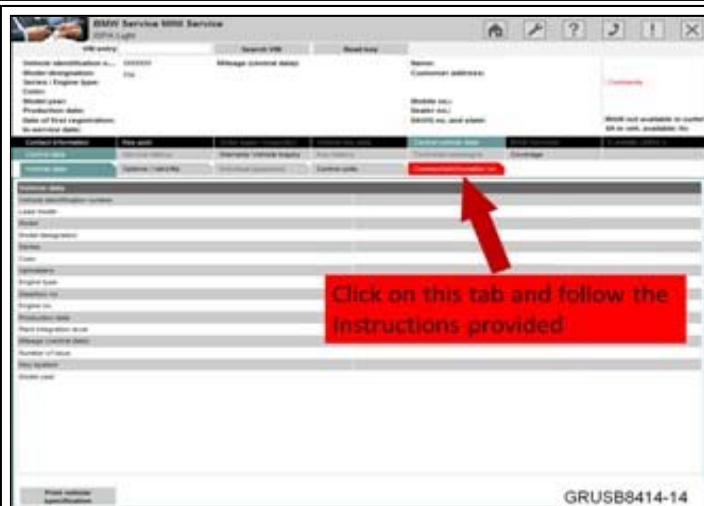
This Service Action involves certain R5x, R6x equipped with COMBOX (CMedia), and F56 vehicles equipped with HU-H (option code 7L5).

First check if a Service Action label with a code number **75** is already attached to the B-pillar.

If code number **75** has been punched out, the campaign has already been performed, **no further action is required.**

For the affected vehicles, the DCSnet Warranty Vehicle Inquiry “Vehicle Comment” and/or the Key Reader/ISPA Light application’s “Comments Information on” tab has been updated to display the following message:

Service Action SI M84 02 14: Bluetooth Software (KISU data) Update. This update **MUST** be completed prior to vehicle delivery to the customer, if it has not already been performed. See Defect Code 84 10 90 01 00.



- This picture shows the “Comment Information” tab in ISPA Light highlighted.
- Open and follow the instructions.



- This picture shows the “Vehicle Comments” tab in the DCS vehicle history highlighted.
- Open and follow the instructions.

Note: Always check the DCSnet Warranty Vehicle Inquiry/Key Reader/ISPA Light application for the above “Vehicle Comment” and the “Repair History (Claims)” section for **Defect Code 84 10 90 01 00** first before performing this repair.

Based on your findings, either proceed with the corrective action or take no further action.

CAUSE

The Bluetooth functionality does not meet customer expectations.

CORRECTION

Update the Bluetooth software.

Note: This requires a USB stick to download the software. These must be purchased locally and will be reimbursed with a onetime sublet amount as listed in the Warranty section.

PROCEDURE

Refer to the attached file in the attachment section of this bulletin.

LABEL INSTRUCTIONS

	<p>This Service Action has been assigned code number 75. After the vehicle has been checked and/or corrected, obtain a label (MD20-064) and:</p>
	<ul style="list-style-type: none"> A. Emboss your MINI dealer warranty number in the middle of the label (1); B. Punch out code number 75 (2), printed on the label; and C. Affix the label to the B-pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one because a number from an underlying label could appear in the punched-out hole of the new label.

WARRANTY INFORMATION

Note: This is a special Service Action which will expire on March 2, 2015.

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:	84 10 90 01 00	
Labor Operation:	Labor Allowance:	Description:
00 62 870	1 FRU	Install software in the vehicle

Sublet: USB Flash Drives

Sublet Code 4*	\$40.00	Onetime reimbursement, up to the amount stated, for the purchase of a USB flash drive(s). These USB flash drive(s) can be used to update subsequent vehicles.
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*The Sublet Code can only be claimed the first time this action is performed. For subsequent repairs, only claim the 1 FRU labor operation for updating the vehicle.

ATTACHMENTS

View PDF attachment [M84 02 14 Attachment.](#)

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