

**SUBJECT****iPhone: Connection Failures with iOS 7****MODEL**

F56 (Cooper, Cooper S, Hardtop)

R55 (Cooper, Cooper S, Clubman)

R56 (Cooper, Cooper S, Hardtop)

R57 (Cooper, Cooper S, Convertible)

R58 (Cooper, Cooper S, Coupe)

R59 (Cooper, Cooper S, Roadster)

R60 (Cooper, Cooper S, Countryman)

R61 (Cooper, Cooper S, Paceman)

With options:

6ND (Bluetooth and USB/iPod adapter)

Or

6NE (Enhanced Bluetooth and USB/iPod adapter)

**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

**CORRECTION**

Apple software iOS 8.x (latest version)

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

1. Advise the customer to download and install iOS 8.x.
2. Once the installation is completed, reboot the phone before entering the vehicle.
3. Retest phone functionality.

Note: If the customer deactivates 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**

Covered under the terms of the MINI New Passenger Car 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.

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