



SUBJECT

HU-B: Bluetooth Connection Fails Sporadically

MODEL

F22 (2 Series Coupe)

F30 (3 Series Sedan)

F30H (ActiveHybrid 3)

F31 (3 Series Sports Wagon)

F34 (3 Series Grand Turismo)

F32 (4 Series Coupe)

F33 (4 Series

F36 (4 Series Grand Coupe)

F25 (X3)

F26 (X4)

Produced from November 1, 2014 to October 30, 2015

Without option 609 (Navigation Professional)

SITUATION

The Bluetooth system works intermittently. One or more of the following scenarios may occur:

- Bluetooth pairing is not possible – display shows “Please wait”
- Unable to select the check box to activate Bluetooth
- Device does not reconnect to the vehicle after a key cycle
- Audio interference noise is heard listening to iPod etc.
- When trying to access the user manual, the display shows “Please wait”

CAUSE

Incorrect software installed in the HU-B (Headunit Basic).

CORRECTION

Install the KISU software package.

PROCEDURE

- Duplicate the issue
- Go to

www.bmw.com/com/en/owners/connected_drive_services/mobile_devices/bluetooth_software_1

- Enter the last 7 digits of the vehicle VIN, then click on “Go”
- Accept the user agreement
- Select “Download Software” and save the software onto a USB flash drive
- Connect the USB flash drive to USB port in the center console
- Using the iDrive, select “Settings”, then “Software” and then “Update Software”
- Retest

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Completion after vehicle delivery to the customer only

Defect Code:	84 11 26 12 00	
Labor Operation:	Labor Allowance:	Description:
84 99 000	3 FRUs	Verify issue and update KISU data (Main work)
Or:		
84 99 000	2 FRUs	Verify issue and update KISU data (Plus work – Vehicle already in the workshop)

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