	SI B65 01 16	February 2016
BMW	Audio, Navigation, Monitors, Alarms, SRS	Technical Service

SUBJECT
Entry Head Unit Resets After Pairing a Bluetooth Phone

MODEL
F22 (2 Series Coupe)

F30 (3 Series Sedan)

F31 (3 Series Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (3 Series GT)

Vehicles equipped with SA663 Entry Head Unit (manufactured by Continental)

Produced from October 31, 2011 thru June 30, 2014

SITUATION
The Entry Head Unit may reset after pairing an Iphone or Android phone via Bluetooth to the vehicle.

CAUSE
Incompatibility between stored characters in the phone (emoticon / emoji) and the Head Unit. See SI B84 03 12 about emoticon's effects on the vehicle.

CORRECTION
Eliminate incompatible character

PROCEDURE

1. If the vehicle is not at the latest ISTA/P software, then update vehicle to latest software level

   Always connect a BMW approved battery charger / power supply (SI B04 23 10).

2. Retest for resets with the customers phone paired to the vehicle

3. Delete the phone from the vehicle and see if the resets can still be reproduced.

4. If the reset can only be reproduced with the phone paired, an emoji / emoticon could be located either in the name of the customer's phone or in one of the customer's contacts. This would have to be removed from the phone.

5. Pair a known good phone for testing that does not contain any emoji / emoticon. If the problem can no longer be reproduced then we know it is the customer's phone causing the reset.

6. If the customer has too many contacts to make it practical to go thru the contact list one at a time:

    • Go into the Bluetooth settings menu in the phone

    • Select this vehicle from the list of BT compatible devices

    • Uncheck Sync contacts, Phone favorites, Phone recents, and all contacts

    • Delete the customers phone from the vehicle

    • Repair the customers phone to the vehicle to test

    • If the problem is no longer reproducible then we know there is an emoji / emoticon in one or more of the stored contacts.

    • After testing is complete you would then go back into the Bluetooth settings menu and check off all previously canceled selections

7. Inform customer the issue will be resolved when incompatible character is removed from contacts on their phone.

WARRANTY INFORMATION

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

Defect Code:	84 11 26 11 00	Bluetooth telephone function / TCU / MULF / ULF / ULF-SBX / ULF-SBX-H / Combox Occasional failure
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as "Charging battery")
And:		
61 00 730	Refer to KSD2	Programming / encoding control unit(s)
84 10 005	2 FRU	Worktime

Vehicle Programming and Coding

If a control module was working properly and it fails to program correctly or requires initialization, please claim this additional work with the applicable KSD2 labor operations under the defect code listed above.

The diagnosis and repair of vehicles "arriving" with failed control modules or stored faults which will cause them to fail during programming cannot be claimed under the defect code listed in this bulletin.