



Bluetooth Connection Failures

This Service Information bulletin supersedes SI M84 01 14 **dated February 2016**.

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)
F56 (Cooper, Cooper S, Hardtop 2DR)	F55 (Cooper, Cooper S, Hardtop 4DR)	F54 (Cooper, Cooper S, Clubman)	F57 (Cooper, Cooper S, Convertible)
With options:	6ND (Bluetooth and USB/iPod adapter)	Or	6NE (Enhanced Bluetooth and USB/iPod adapter)
Or	6NP (Enhanced USB and Bluetooth)		

SITUATION

There are various connectivity failures with the following devices:

- Apple iPhones
- Samsung S6 and the S6 Edge.

Connectivity failure examples are:

- Call disconnection – Call is transferred back to the handset. In some instances the call is then transferred back to the vehicle.
- Contact List incomplete
- General connection failures

CAUSE

- Apple iOS software (issue started with iOS 8.3 continues with iOS 9.x and its variants)
- Samsung S6 and S6 Edge device firmware



CORRECTION

- Apple iOS 9.3 or higher
- Android 6.0 (Marshmallow)

UPDATE! **PROCEDURE**

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

Depending on the device being used, verify the latest software version is installed on the device as follows:

- **UPDATE!** Apple device – iOS 9.3 or higher
- **UPDATE!** Samsung S6 and S6 Edge – Android 6.0 (Marshmallow)

UPDATE! If the latest software is installed and the issue persists, perform the following:

- **UPDATE!** Reboot the device (complete shutdown and restart – not sleep mode)
- **UPDATE!** Deactivate and reactivate Bluetooth in the vehicle
- **UPDATE!** Retest the Bluetooth functionality

If the issue continues to occur, submit a PuMA case with the following information:

- What phones are currently paired to customer vehicle?
- Was the customer phone tested in a known-good, similar vehicle?
- Was a known-good recommended device tested in the customer vehicle? (Samsung Note 5; Samsung Galaxy S5, LG V10 etc.)
- Have all paired devices been deleted and was Bluetooth checked with a tested phone? Visit website bmwusa.com/Bluetooth. It is recommended to use the VIN # to see compatible devices.
- The carrier, phone and software of the customers' phone and the phone being used for testing.
- What is the vehicle doing when the error occurs? (ex. Customer states calls are dropped. When testing the concern does the vehicle lose Bluetooth connectivity, does the call continue on the phone or is the call terminated.) Attach pictures or video showing the issue.
- Is the customer using a particular app when the error happens? (Audio streaming)
- Does the customers' phone name or contact names have special characters or emoji's?
- How many devices are paired/connected to the vehicle when the issue occurs?
- How is the call initiated or accepted in the vehicle? (on the Phone or using speech button on

steering wheel)

- Is Bluetooth activated on the device prior to unlocking the vehicle?

Note: If the customer deactivated the 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

Not applicable.

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