

**SUBJECT****HU-B: Bluetooth Connection Fails Sporadically****MODEL**

F56 (Cooper, Cooper S 2-door hardtop)

F55 (Cooper, Cooper S 4-door Hardtop)

Produced from November 1, 2014 to October 30, 2015

Option 6FP – Radio MINI Visual Boost

**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 Radio MINI Visual Boost.

**CORRECTION**

Install the KISU software package.

**PROCEDURE**

After duplicating the issue:

1. Go to  
<http://www.miniusa.com/content/miniusa/en/owners/community/bluetooth-connections.html>.
2. Click on “Learn more” under Software Update.
3. Check the box to “Accept the user agreement”.
4. Enter the last 7 digits of the vehicle VIN, then click on “Go”
5. Accept the user agreement.
6. Select the software to download “UPDxxxxx”
7. Select “Download Software” and save the software onto a USB flash drive

8. Connect the USB flash drive to USB port in the center console.
9. Using the iDrive, select “Settings”, then “Software” and then “Update Software”.
10. Retest.

#### WARRANTY INFORMATION

Covered under the terms of the MINI New Passenger Car Limited Warranty.

Completion after vehicle delivery to the customer only

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

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