



BLUETOOTH AND USB AUDIO PLAYBACK FUNCTIONS MISSING - IPHONE

MODEL

F54 (Cooper, Cooper S, JCW Clubman)	F55 (Cooper, Cooper S, JCW Hardtop 4 door)	F56 (Cooper, Cooper S, JCW Hardtop 2 door)	F57 (Cooper, Cooper S, JCW Convertible)
F60 (Cooper, Cooper S, JCW Countryman)			

Production affected:

- **F54 and F60 from 11/2017**
- F55, F56, F57 from 03/2018

With one of the following optional equipment types:

- SA6FP Radio MINI Visual Boost
- SA6UM MINI Navigation

SITUATION

Playlists, song titles, etc. from iPhone do not display on Head Unit Basic 2.

Playback device is iPhone (X,8,7,6, SE) with iOS v11.2.5

CAUSE

iOS v11.2.5

CORRECTION

Install the latest iOS version.

PROCEDURE

For conditions that are similar to the situation described, provide the customer with the steps outlined below. In most cases, the customer can perform these updates on their own. However, if the customer is unable to perform the procedure, please refer them to the Dealer Genius.

Advise the customer to perform the following:

- Check for iOS updates
- Download and install the latest update to the device
- Shut down the device completely – not sleep mode
- Power up the device

- Retest functionality

PARTS INFORMATION

Parts replacement will not provide a solution to this situation.

WARRANTY INFORMATION

Not Applicable.

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