




Bluetooth Connection Failures





New information provided by this revision is preceded by this symbol .


This Service Information bulletin replaces SI B84 03 14 **dated May 2016**.

What's New:

- Model – Added new models
- Cause – updated software version
- Correction – updated to reflect latest software version
- Procedure – updated to reflect latest software version
- Warranty – Added defect code and work time info to check software

MODEL

E60 (6 Series Sedan) from 9/08	E61 (6 Series Sports Wagon) from 9/08	E63 (6 Series Coupe) 9/08	E64 (6 Series Convertible) 9/08
E70 (X5) from 10/08	E71 (X6) from 04/08	E72 (X6 ActiveHybrid)	E82 (1 Series Coupe) from 9/08
E82E (1 Series Active E Coupe)	E84 (X1)	E88 (1 Series Convertible) from 9/08	E89 (Z4)
E90 (3 Series Sedan) from 9/08	E91 (3 Series Sports Wagon) from 9/08	E92 (3 Series Coupe) from 9/08	E93 (3 Series Convertible) from 9/08
F01, F02 (7 Series Sedan)	F02H , F04H (7 Series Sedan ActiveHybrid)	F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)
F10 (5 Series Sedan)	F10H (5 Series ActiveHybrid)	F12 (6 Series Convertible)	F13 (6 Series Coupe)
F15 (X5)	F16 (X6)	F22 (2 Series Coupe)	F23 (2 Series Convertible)
F25 (X3)	 F26 (X4)	F30 (3 Series Sedan)	F30H (3 Series ActiveHybrid)
F31 (3 Sports Wagon)	F32 (4 Series Coupe)	F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)
F36 (4 Series Gran Coupe)	F48 (X1)	 G01 (X3)	G12 (7 Series Sedan)
 G32 (6 Series Gran Turismo)	 G30 (5 Series Sedan)	I01 (i3, i3 REX)	I12 (i8)

F80 (M3 Sedan)	F82 (M4 Coupe)	F83 (M4 Convertible)	F85 (X5 M)
F86 (X6 M)	 F87 (M2)		

With options:

6NH (Hands-free Bluetooth and USB audio connection)

Or

6NS (Enhanced USB and Bluetooth, plus smart phone integration)

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
- Samsung S6 and S6 Edge device firmware


CORRECTION

- Apple iOS 11.2.2 or higher
- Android 8.0 (Oreo) or higher

PROCEDURE

For conditions that are similar to the situations described above, 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 BMW Genius.

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

 Apple device – iOS 11.2.2 or higher

 Samsung S6 and S6 Edge – Android 8.0 (Oreo)

- If the latest software is installed and the issue persist, perform the following:
- Reboot the device (complete shutdown and restart – not sleep mode)
- Deactivate and reactivate Bluetooth in the vehicle
- Retest the Bluetooth functionality

WARRANTY INFORMATION

Not applicable.

Posted: Wednesday, January 24, 2018

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