| SI M84 05 18 | May 2018 |
| Communication Systems | Technical Service |

HEAD UNIT HIGH 2 RESET WHILE BLUETOOTH IS CONNECTED

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

This Service Information bulletin replaces SI M84 05 18 **dated April 2018.**

What's New:

• Model – Removed ID6 information

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)			

With SA609 Navigation Professional

SITUATION

The following event may cause an unexpected reset of the Head Unit High 2 (NBT EVO) when:

- A Youtube video is being played on the mobile device connected to the Head Unit High 2 via Bluetooth and
- A telephone call is received.

Note that this reset will cause:

- The CID (Central Information Display) to go blank, staying blank (black) for at least five seconds
- The incoming phone call displays only on the mobile device and not on the CID

CAUSE
Software error in the Head Unit High 2.

CORRECTION
Reprogram vehicle with ISTA 4.10.4

PROCEDURE
For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.
2. Program the vehicle using ISTA 4.10.4 or higher.

Models	Target integration level
All affected	18-03-530 or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a MINI-approved battery charger/power supply (SI M04 08 09).

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION
Parts replacement will not provide a solution to this situation.

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

Defect Code:	6512580200	
Labor Operation:	**Labor Allowance:**	**Description:**
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as "Charging battery")
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
61 00 730	Refer to KSD2	Programming/encoding control unit(s)

And, additionally for the:

e-Vehicle

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high voltage charging socket)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to KSD2/AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

Vehicle Programming and Encoding

A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur "during" this programming procedure:

• Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Please explain this additional work (The why and what) on the repair order in the claim comments section.

B. For control module failures that occurred "prior" to performing this programming procedure; and/or

C. Other work/repairs that results from performing ISTA diagnostics and the related test plans:

• When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in KSD2/AIR.

Posted: Monday, May 7, 2018