



SI M84 02 19
Communication Systems

March 2019
Technical Service

PHONE CALL AUDIO AUTONOMOUSLY SWITCHES FROM VEHICLE TO PHONE

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)			

Produced from November 1, 2016 to March 13, 2019

SITUATION

During an active phone call, the call audio autonomously switches from the vehicle hands-free system to the phone.



Note: Only affects vehicles equipped with Head unit Basic Navigation 2. This SI does not apply to

vehicles equipped with option code 609 (Navigation system).

CAUSE

Head unit software.

CORRECTION

Program and encode the vehicle with ISTA 4.16.1x or higher:

- Target I-level 19-03-522 or higher



Note: Parts replacement will not provide a solution to this situation.

Always connect a BMW-approved battery charger/power supply ([SI M04 08 09](#)) when performing programming.

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

WARRANTY INFORMATION

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

Defect Code:	8411261100	Bluetooth telephone function occasional failure

Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR	Connect an approved battery charger/power supply (indicated in AIR as “Charging battery”)
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)

And, additionally for the:

e-Vehicle

Labor Operation:	Labor Allowance:	Description:
61 25 910	Refer to AIR	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 AIR for the corresponding flat rate unit (FRU) allowances.

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

Programming and Encoding - Vehicle Control Units

- 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 AIR labor operations.

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

- B. For control module failures that occurred “prior” to performing this programming procedure:

- 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 AIR.