BMW | SI B84 07 19   May 2019
        Communication Systems   Technical Service

BLUETOOTH CONNECTION IS LOST DURING A PHONE CALL

MODEL

F22 (2 Series Coupe)	F23 (2 Series Convertible)	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)
F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)	F39 (X2 Sports Activity Coupe)
F48 (X1 Sports Activity Vehicle)	F80 (M3 Sedan)	F82 (M4 Coupe)	F83 (M4 Convertible)
F87 (M2 Coupe)	G01 (X3 SAV)	G02 (X4 SAC)	I01 (i3 & i3 REx)
G20 (3 Series Sedan)	G29 (Z4 Roadster)		

Produced from July 1, 2018 to July 1, 2019

Affected option codes are as follows:

SA 645 – Radio Control US

SA 6FW – Radio Professional plus Bluetooth and USB

SA 6UN – Navigation Business

SA 6UP – Navigation with Touch Pad Controller

SITUATION

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

The Bluetooth connection returns after a vehicle sleep cycle (20 minutes).

☞ Note: This only affects vehicles equipped with either the Head unit Basic or Entry Head unit. It does

not apply to vehicles equipped with option code 609 (Navigation system).

CAUSE

Head unit software.

CORRECTION

Check and update the Integration Level (I-Level) with ISTA 4.18.1x or higher. Target I-Levels are as follows:

- S15A-19-07-5xx
- S18A-19-07-5xx
- S18A-19-07-5xx
- I001-19-07-5xx

PROCEDURE

1. Duplicate the complaint.

2. Read out the current vehicle I-Level.

   If the vehicle I-Level is lower (older) than these listed below:

   • S15A-19-07-5xx

   • S18A-19-07-5xx

   • F020-19-07-5xx

   • I001-19-07-5xx

   o Program and encode the vehicle with ISTA 4.18.1x or higher. Then retest the vehicle.

If the vehicle I-Level matches or is higher (newer) than listed below:

• S15A-19-07-5xx

• S18A-19-07-5xx

• F020-19-07-5xx

• I001-19-07-5xx

o Do not program the vehicle

o Perform vehicle test with ISTA and perform the corresponding test plan

Note: ISTA 4.18.1x is estimated to be available end of June 2019.

Until ISTA 4.18.1x becomes available, the following menu setting via the iDrive may reduce Bluetooth connection from being interrupted.

   • Select Communication

   • Click on "Manage mobile devices"

   • Select the mobile device from the list

   • Click on "Apps" to uncheck, thus deactivating the function

Always connect a BMW-approved battery charger/power supply (SI B04 23 10)**when performing programming.**

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

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

WARRANTY INFORMATION
When the BMW software solution becomes available, the following repair is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light.

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	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 00 730	Refer to AIR	Programming/encoding control unit(s)

And, additionally for the:

e-Vehicles:

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

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:

- 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.

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.