



BLUETOOTH CONNECTION IS LOST DURING A PHONE CALL

MODEL

F54 (MINI Clubman)	F55 (MINI Hardtop 4 Door)	F56 (MINI Hardtop 2 Door)	F57 (MINI Convertible)
F60 (MINI Countryman)			

Produced from July 1, 2018 to July 1, 2019

SA 6FP – MINI Visual Boost

SA 6UM – MINI Navigation

SITUATION

During an active call, the call audio autonomously switching 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 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-Level is as follows:

- F056-19-07-5xx

PROCEDURE

1. Duplicate the issue
2. Read out the current vehicle Integration Level.

If the vehicle I-Level is lower (older) than-

- F056-19-07-5xx

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:

- F056-19-07-5xx

Do not program the vehicle

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



Note: ISTA 4.18.1x is expected end of June 2019.

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

PARTS INFORMATION



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

WARRANTY INFORMATION

Defect Code: 84 11 26 11 00

Refer to the Attachment for Warranty information.

ATTACHMENTS

View PDF attachment [M840319 Attachment Warranty Information](#).

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WARRANTY INFORMATION

When the MINI software solution becomes available, the following repair is covered under the terms of the MINI New Passenger Car Limited Warranty.

Defect Code:	84 11 26 11 00	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

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.

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.