



SIB 62 04 25 SERVICE SOLUTION: Bluetooth Not Pairing

2025-03-14

MODEL

CE 02 and R 12 Models

SITUATION

The motorcycle can no longer connect with the BMW Motorrad Connected app due to pairing issue.

PROCEDURE

Prerequisites for pairing:

- Ignition is off.
- Delete pairing for “BMW_LIN2BLTE_xxxx” in the phones Bluetooth settings.
- Delete Lin2BTLE pairing in the BMW Motorrad Connected app. (Device name “BMW_CR_Control_xxxx”).
- Close the BMW Motorrad Connected app on the phone.
- Turn off Bluetooth on the phone.

Next Steps:

- Switch the ignition on.
- Switch Bluetooth to on in the phone.
- Open the BMW Motorrad Connected app on the phone
- Start the connection countdown in the instrument cluster on the bike (see owner’s manual)
- Open the “Connectivity Hub” on the phone.
- Connect the new device
- Select the BMW_CR_Control_xxx you want to connect.
- Confirm the pairing request.

IF pairing was not successful after the above steps, complete the following:

- Delete pairing in the BMW Motorrad Connected app and in the phones Bluetooth settings.
- Switch off the motorcycle ignition for more than 70 seconds (Use a timer).
- Close the BMW Motorrad Connected app on the phone.
- Turn Bluetooth off on the phone.
- Turn the motorcycle ignition back on (after 70 seconds of being turned off).
- Switch Bluetooth back on in the phone.
- Start the connection countdown in the instrument cluster on the bike (see owner’s manual)
- Open the “Connectivity Hub” on the phone.
- Connect the new device
- Select the BMW_CR_Control_xxx you want to connect.

Pairing is now working.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Contact the BMW Technical Support Group via TSARA
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Motorrad Parts Department

Supporting Materials

[picture_as_pdf 62 04 25 - SESO Bluetooth Not Pairing.pdf](#)

