



SIM 65 08 25

2025-08-18

VOICE FUNCTION NO LONGER OPERATES AFTER RSU 03/25

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Affected Option Code
F65	MINI Cooper 4 Door	With HU-H6
F66	MINI Cooper 2 Door	
F67	MINI Cooper Convertible	
U25	MINI Countryman incl. Battery Electric Vehicle	

SITUATION

After MINI Remote Software Upgrade to version 03/25, the MINI Intelligent Personal Assistant no longer works. "Language package is not available" fault message is displayed.

After an attempt to download the language package, the "Failed to download the language package" fault message appears.

CAUSE

The "Language Package" download sequence in the Voice Assistant app is not triggered after the MINI Remote Software Upgrade.

CORRECTION

Update the Voice Assistant app.

PROCEDURE

Check the MINI Connected Store for an available update for the Voice Assistant app using the following path:

- MINI Connected Store
- Apps
- Manage
- Voice Assistant
- Update

If the issue isn't resolved after Voice Assistant app update OR the Voice Assistant app is at the most current version then clear the Voice Assistant app data cache using the following path:

- Memory App
- User Data
- Voice Assistants
- Delete User Data

After this, the Language Package will need to be downloaded to the vehicle again. This can be triggered using the following path:

- Personal Assistant app
- Settings
- Choose your "Language" and install it

Or:

- Press the "Microphone" button on the multifunction steering wheel to trigger download

CLAIM INFORMATION

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