

## PERFORMANCE BMW/MINI BLUETOOTH TROUBLESHOOTING GUIDE

To assist us in making a fast and accurate diagnosis of your vehicle, please review the following

Bluetooth connection issues may occasionally occur as a result of software updates or other changes made to your mobile phone. There are a few informative video links below that may help you troubleshoot your issue and check for compatibility.

BMW Genius iPhone Bluetooth Troubleshooting guide:

<https://youtu.be/D3YK9TxTuqQ>

Bluetooth Android Connection Issues:

<https://youtu.be/JXsaKa2Il8s>

BMW phone pairing:

<https://youtu.be/sOeilr8kSMM>

BMW Compatibility Check:

<https://www.bmw.com/en/footer/compatibility-check.html>

Having phone connection issues? Check the following;

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Has your phone been updated with the most current software?

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Is your vehicle completely up to date? You can check compatibility on BMW's website

*\*NOTE: you will require a USB stick to transfer the software and complete the update - see compatibility link above.*

**Still having issues? Feel free to contact us and schedule an appointment along with the following information to help us book accordingly - If you are having technical difficulties, feel free to contact our delivery specialists for assistance.**

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Is the problem is reproducible today?

How often does this occur? ☐ Always ☐ Sometimes ☐ Rarely

When did this start happening? \_\_\_\_\_

Name \_\_\_\_\_ Contact # \_\_\_\_\_

Year/Make/Model \_\_\_\_\_