



SIM 65 10 26

NAVIGATION VOICE INPUT CANNOT BE ACTIVATED/ DEACTIVATED

2026-06-16

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) 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 a factory reset of the head unit, the navigation voice input cannot be activated or deactivated.

CAUSE

Unfavorable software reaction in the Navigation app after a factory reset of the head unit.

CORRECTION

Update the Navigation application to version 2.16.22 or higher.

PROCEDURE

Check the ConnectedDrive Store for the current version of the Navigation app. If the Navigation app version is lower than 2.16.22, then check for an available update for the Voice Assistant app using the following path:

- MINI Connected Store
- Apps
- Manage
- Navigation
- Update

If the issue isn't resolved after the Navigation app update or the Navigation app is already above 2.16.22, then perform a head unit reset. Press and hold the volume knob for 70 seconds until the head unit resets.

- The MINI Interactive Unit goes blank (black screen), then the "start-up screen lines" appear during the reset process

After the head unit reset, retest the voice input system for proper operation.

CLAIM INFORMATION

This Service Information Bulletin provides technical and updated software-related information.

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