Most likely you have a problem with the BT module firmware. You can try restoring the firmware. To do this you will need a soldering iron and a programmer that can change flash Winbond 25Q64 for example CH341A

Instructions:

1. Disassemble the radio.
2. Find the BT Module. Parrot FC6000TS.
3. Unsolder the shield from the IF board and remove the module.
4. Next, remove the screen shield. But it is not easy to get to the memory chip - wire cutters will help you ☺ .
5. Unsolder the 25Q64FV memory.
6. Program it with CH341A or whatever programmer you have.
7. Next, assemble everything in reverse order.
8. Check the functionality.
9. Don't forget to update FW to the latest version