



**MODEL**

E-Series	Model Description
I12	i8 Coupe
I15	i8 Roadster

**SITUATION**

One or both doors will not open or close (latch/unlatch).

**CAUSE**

Low voltage supply of the vehicle 12 V battery or the key fob battery may cause the door lock actuator to become temporarily electrically faulted.

Note: Electrical voltage supply issues in the vehicle or key fob will cause the door latches to enter a failsafe mode. This must be cleared using the procedure below after repairing the defect which caused the failsafe mode.

**CORRECTION**

Inspect the 12 V battery, key fob, and the key fob battery. Perform a reset of the latch if necessary.

**PROCEDURE**



1. Inspect the status LED on the door release switch as shown to the left.

A fault within the door lock system will cause the LED to flash more than 2 times.

Is a fault indicated by more than 2 flashes of the LED?

**Yes:** Continue to step 2.

**No:** Continue troubleshooting, this bulletin does not apply.

2. Is a fault stored in BDC (Body Domain Controller) related to the door locking system?

**Yes:** Continue troubleshooting using ISTA, this bulletin does not apply.

**No:** Continue to step 3.

3. Perform the energy diagnosis test plan to ensure there are no defects in the 12 V vehicle electrical system.

If any faults are found in the 12 V vehicle system, they must be repaired before continuing.

After ensuring there are no defects in the 12 V vehicle system, continue to step 4.

4. Perform a check of the key fob batteries using ISTA to ensure that there are no voltage supply defects in any of the vehicle keys.

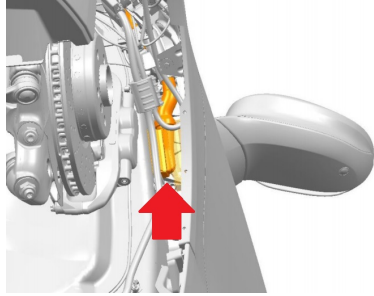
After ensuring there are no defects in the key fob or key fob battery, continue to step 5.

5. Were any defects found in the vehicle voltage supply, key fob, or key fob voltage supply?

**Yes:** Continue to step 6.

**No:** If no other defect is found in diagnosis, continue to step 7.

6. Reset the door lock actuator using the following



procedure:

A. Remove the front wheel arch cover (rear section) of the affected side (left or right) following repair instructions **REP 51 71 039 “Removing and installing/replacing front left or right wheel arch cover (rear section)”**.

B. Disconnect the door isolating plug shown to the left for 60 seconds to reset the door lock.

C. Test functionality of the door locks.

If no additional faults are present after a reset of the door lock actuator, reassemble the vehicle, no additional repairs are needed.

If faults still remain after a reset, continue to step 7.

7. Replace the affected door lock actuator per repair instructions **REP 51 21 090 “Removing and installing/replacing door lock in left or right front door”**.

## **PARTS INFORMATION**

Required parts will depend on the results of diagnosis.

## **WARRANTY INFORMATION**

This Service Information bulletin provides technical, diagnostic and repair-related information.

### **Eligible and Covered Work/Repairs**

Except for key fob battery replacements, when used to repair a verified defect in materials or workmanship, the repair procedure information provided in this bulletin is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

For BMW vehicles equipped with the Comfort Access system (option code 322) that are delivered with radio remote controls/keys (fobs) containing replaceable batteries, refer to SI B01 01 13 (BMW Maintenance Program: Radio Remote Control/Key Battery Replacement)

To submit a claim, please following the established and applicable warranty or maintenance program policy and procedures (Labor/Part/Sublet – bulk materials) that apply to the repair being performed.