



MODEL

E-Series	Model Description
F90	M5 Sedan
F97	X3 M Sports Activity Vehicle
F98	X4 M Sports Activity Vehicle
G01	X3 Sports Activity Vehicle
G02	X4 Sports Activity Vehicle
G12	7 Series Sedan
G30	5 Series Sedan
G32	640i xDrive Gran Turismo

SITUATION

When using the Key Reader to retrieve information from the customer's key, no current vehicle data is available.

CAUSE

Condition Based Service (CBS) data received by the body domain controller (BDC) is lost. As a result, no current CBS vehicle data is transmitted to the vehicle's key.

CORRECTION

Should an identified Model vehicle arrive with the situation described above, perform a manual key update.

Note: When required, it is recommended that the procedure below be performed by the service advisor, or the valet, before or during repair order write-up, this will help ensure that any required maintenance service tasks are identified, reviewed, and approved by the customer to be performed.

PROCEDURE

Perform a manual key update using the following steps:

1. Sit in vehicle and close the door, using the vehicle key lock then unlock the doors (ensure all doors, bonnet and tailgate are closed).
2. Execute the following sequence:
3. Press and hold unlock using the Central locking button, located on the driver's door
4. Press start/stop button 3 times within 1 second (to activate KL-15)
5. Release unlock button from the Central locking button
6. Within 10 seconds, place and hold the front of the vehicle key against the key symbol on the steering column.
7. The Check Control message "**Updating service data**" will now appear in the instrument cluster (Kombi) and central information display (CID).
8. Continue to hold the vehicle key against the steering column until **two audible (Gong) sounds** are heard, confirming the key update was successful.
9. If the audible (Gong) signal is not heard, this indicates an error in data transmission, please repeat the procedure.

NOTE: The brake pedal must not be pressed while performing this procedure, or the Manual key update will be cancelled.

PARTS INFORMATION

Parts replacement will not provide a solution.

CLAIM INFORMATION

This Service Information bulletin provides technical information.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department