



## DOORS LOCKED WITH REMOTE CONTROL INSIDE THE VEHICLE

This Service Information Bulletin (Revision 2) replaces SI B61 22 19 **dated December 2021**.

**What's New** (Specific text highlighted):

- Models added
- Situation
- Cause
- Procedure
- Attachment

**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	Start of production	
F91	M8 Convertible		
F92	M8 Coupe		
F93	M8 Gran Coupe		
F95	X5 M Sports Activity Vehicle		
F96	X6 M Sports Activity Coupe		
F97	X3 M Sports Activity Vehicle		
F98	X4 M Sports Activity Coupe		
G01	X3 Sports Activity Vehicle		
G02	X4 Sports Activity Coupe		
G05	X5 Sports Activity Vehicle		
G06	X6 Sports Activity Coupe		
G07	X7 Sports Activity Vehicle		
G12	7 Series Sedan		
G14	8 Series Convertible	Start of production	SA 322 Comfort Access
G15	8 Series Coupe		
G16	8 Series Gran Coupe		
G20	3 Series Sedan		
G22	4 Series Coupe		
G23	4 Series Convertible		
G26	4 Series Gran Coupe		
G29	Z4 Roadster	Produced from July 1 <sup>st</sup> , 2020	
G30	5 Series Sedan		
G32	640i xDrive Gran Turismo	Start of production	
G42	2 Series Coupe		
G80	M3 Sedan		
G82	M4 Coupe		
G83	M4 Convertible		

**SITUATION**

When using Comfort Access 2.0 feature "Lock when walking away", the vehicle locks itself even though the remote control/display key is inside the vehicle.

**CAUSE**

The vehicle initiates a search for keys after the last door is closed. In some cases, when "Lock when walking away" is active, external radio interference may cause the key to be mistakenly shown as located outside of the vehicle. All key searches will thereafter be carried out around the exterior of the vehicle; interior searches are suppressed. The Comfort Access system assumes the customer is moving away from the vehicle and locks it.

Comfort Access 2.0 allows the storage of spare keys inside the vehicle. When a spare key is locked inside the vehicle, the unlocking function is deactivated for that key. The stored key is only reactivated after the vehicle is unlocked utilizing a different key.

Only after the vehicle is unlocked with a different key, will the key located inside the vehicle be enabled again.

**Please see also SI B66 13 19 COMFORT ACCESS 2.0 KEY RECOGNITION INFORMATION.**

## CORRECTION

Update the vehicle's software.

## PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.
2. Is the current vehicle integration level:

Model	Integration level
F97 F98 G01 G02 G12 G30 G32	<b>Lower than S15A-22-03-500</b>
F44 F91 F92 F93 F95 F96 G05 G06 G07 G14 G15 G16 G20 G22 G23 G26 G29 G42 G80 G82 G83	<b>Lower than S18A-22-03-500</b>

**YES:** Proceed to Step 3

**NO:** Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.34.1X or higher.

Model	Target integration level
F97 F98 G01 G02 G12 G30 G32	<b>S15A-22-03-500</b> or higher
F44 F91 F92 F93 F95 F96 G05 G06 G07 G14 G15 G16 G20 G22 G23 G26 G29 G42 G80 G82 G83	<b>S18A-22-03-500</b> or higher

**Please inform the customer of the following:**

**Under certain conditions, it may be possible to unintentionally lock a key inside the vehicle. This is possible when a 2<sup>nd</sup> key is not located or stored at a minimum distance of 20ft from the vehicle.**

**An enabled Key Card or active Digital Key can be used to unlock the vehicle.** Refer to attachment for additional information.

**Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)).**

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

**Note: The recommended procedure for a lock-out is to use the BMW Remote app to initiate a remote door unlock.**

**In addition, the other Digital Key or BMW Key Card can also be used to unlock the vehicle (refer to attachment for more information). The customer must have a valid BMW assist account with user name and password.**

**In the event the remote door unlock is not possible, contact Roadside Assistance at 1-888-33-6118 for coverage and/or lock out service assistance.**

## CLAIM INFORMATION

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

If you should have this situation, update the vehicle to the current available i-level by performing and submitting for one of these open Technical Campaigns instead. Please be sure to also perform any additional work the campaign repairs require and/or close the remaining open programming and encoding the Campaign repairs as outlined in the corresponding Service Information Bulletin.

If the situation above does not apply, the BMW software solution is then covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program; and claimed as described below.

<b>Defect Code:</b>	<b>6138270200</b>	<b>BDC Body Domain Controller software error / internal equipment fault</b>
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

Labor operation code 00 00 006 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

### Vehicle Programming and Encoding (RO and Claim Comments Required):

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.

### Other Repairs:

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis with separate punch times).

### FEEDBACK REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture as pdf B61 22 19\\_Attachment \(Digital Key Information\).pdf](#)

