



SI B65 20 13
Audio, Navigation, Monitors, Alarms, SRS

November 2013
Technical Service

SUBJECT

Vehicle in a Transport Mode Cannot Be Unlocked with Remote Control

MODEL

F15

Produced from July 2013 to March 2014

SITUATION

When the vehicle is in a transport mode, intermittently it cannot be unlocked via the remote control key.

CAUSE

When the vehicle enters a sleep mode, there is a communication error in the BDC (Body Domain Controller) resulting in a failure to wake up the control unit. This Service Information will be updated in April 2014. Until then, follow the procedure outlined below.

PROCEDURE

DO NOT replace any parts.

- Some vehicles can be woken up by using the rear tail gate switch; once this is done, the remote will unlock the vehicle.
- If the above procedure does not work, the vehicle must be unlocked manually with the mechanical key, using the following procedure:

	1. Remove the mechanical key (blade) from the remote control. 2. Protect the cap cover and door area to avoid scratching or damage. 3. Insert the key blade into the driver's side door handle cover cap to release the cap, as shown in the photo. 4. Press on the cover cap and push slightly to the right to remove it. 5. Under the cover, insert the key into the key slot. Unlock the vehicle manually.
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WARRANTY INFORMATION

Not applicable.

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