



SI B66 02 15

Distance Systems, Cruise Control, Remote Control

March 2015

Technical Service

SUBJECT**Remote Control Not Detected and/or Engine Will Not Start****MODEL**

F22 (2 Series Coupe)

F30 (3 Series Sedan)

F31 (3 Series Sports Wagon)

F32 (4 Series Coupe)

F33 (4 Series Convertible)

F34 (4 Series Gran Turismo)

F36 (4 Series Gran Coupe)

SITUATION

One or more of the following situations can occur:

1. The remote control is not detected and the check control message (CCM) "No remote control. Unable to start" or "Hold the remote control on the steering column" is displayed.
 - Fault code "D90D1E – LIN bus error FBD receiver 1" is stored.
2. The engine does not start with the CCM with "Battery in the key is dead." **However, it must work when used with the second key.**
 - Fault Code "9308B0 – ID transmitter: Battery undervoltage" is stored.
3. The remote control is not detected and the CCM "Central locking does not open," and/or "Engine fails to start" is displayed.

CAUSE

An outside influence is causing interference with the remote control or the battery in the remote control key is defective.

CORRECTION

- Duplicate the customer complaint (it is always helpful to get both remote control keys from the customer when troubleshooting issues).
- Complete and follow any test plan recommendations related to remote control faults codes that are stored. Wiring problems can cause communication faults to be stored in the vehicle (more than one fault can be stored).
- Check all functions of the remote control, including the center lock or/and Comfort Access (if equipped).
- Check if the vehicle will start with the emergency start feature (holding the remote against the steering column).

- Check the remote control battery condition using the ZTS Multi-Battery Tester (see the attached document).
- Check if an aftermarket accessory is installed or connected to the vehicle cigarette lighter while the problem is present.
- Check any damage to the remote control from outside influence such as water ingress inside the remote control.
- Check if the customer plugs an OBD hot spot or insurance device to the vehicle OBD.

NOTE: Any outside influences are not covered under warranty!

WARRANTY INFORMATION

This Service Information bulletin provides technical diagnostic and/or repair information.

If performing ISTA diagnostics and the related test plans result in other eligible and covered work, claim this work with the applicable defect code(s) and labor operations listed in KSD2.

ATTACHMENTS

View PDF attachment [B660215 Attachment](#).

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