

**SUBJECT****Comfort Access Inoperative****MODEL**

F56 (Cooper, Cooper S)

Produced to June 30, 2015

With options 322 (Comfort Access) and 645 (Basic Radio)

**SITUATION**

1. Unlocking the vehicle with the Comfort Access button does not work.
2. Lowering both windows with the Comfort Access button does not work.

Vehicles with option 6FP (MINI Visual Boost radio) and option 609 (Navigation Professional) are not affected.

**CAUSE**

Software error

**CORRECTION**

Before diagnosing this Comfort Access problem, check that the customer profile is set to unlock the driver door only. Follow the steps below:

- Replacing parts will **not** fix the problem.
- The interim workaround to fix this problem is to advise the customer to change the customer profile for “unlocking doors/key setting” from “unlock driver door only” to “unlock all doors.”

Set both remotes with the same setting.

- The path in the Central Information Display is: *“Settings” / “Doors/key” / one-off switch between “Driver’s door only and all doors” / select unlock all doors.*
- The permanent fix will be introduced with software release ISTA/P 3.56.0 and integration level F056-15-07-500 (expected in July 2015).

If the situation above does not describe the problem, perform diagnosis with ISTA.

**WARRANTY INFORMATION**

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

Claims that result from the repair of a verified defect are to be processed following the established and applicable warranty policy and procedures, together with using the applicable defect code and labor operations in KSD2.

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