



SUBJECT

Comfort Access Does Not Function After Vehicle Enters Sleep Mode

MODEL

F15 (X5)

F16 (X6)

I01 (i3)

I12 (i8)

Vehicle with option code 0322 (Comfort Access)

Vehicle produced from November 1, 2013 to August 3, 2015

SITUATION

Sporadically, when the vehicle has been locked and is in sleep mode, the vehicle will not waken when trying to unlock the vehicle with comfort access from any door.

The vehicle can be unlocked from the remote. After waking, the comfort access function is restored.

CAUSE

Software fault in the BDC.

CORRECTION

Program the vehicle using ISTA/P 3.56.0 or higher

PROCEDURE

1. Run diagnostics with ISTA and work through the corresponding test module.
2. If the vehicle I-level is lower than shown below, then connect to ISTA/P 3.56.0 or higher and perform a vehicle software update.

Model	Target integration level:
F15 and F16	F025-15-07-501 or higher
I01 and I12	I001-15-07-501 or higher

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software. For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

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

A parts replacement is not necessary, nor does it provide a solution.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code:	61 38 27 02 00	
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F15 (X5) and F16 (X6)

Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as “Charging battery”)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
61 00 730	Refer to KSD2	Programming / encoding control unit (s)

I01 (i3) and I12 (i8)

Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
And:		
61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high voltage charging unit)

And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
61 00 730	Refer to KSD2	Programming / encoding control unit (s)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as “Charging battery to EME”)

Or, for the:

I01 (i3) Only

Labor Operation:	Labor Allowance:	Description:
61 21 529	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as “i3) (luggage compartment service cap removed)

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

Refer to KSD2 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.

Vehicle Programming and Encoding

If a control module was working properly and it fails to program correctly or requires initialization, please claim this additional work with the applicable KSD2 labor operations under the defect code listed above.

The diagnosis and repair of vehicles “arriving” with failed control modules or stored faults which will cause them to fail during programming cannot be claimed under the defect code listed in this bulletin.

Other Repairs

If other eligible and covered work is performed “prior” to programming and coding the vehicle or as a result of performing the ISTA diagnostics and related test plans results, claim this work with the applicable defect code and labor operations listed in KSD2.

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