



SUBJECT**Comfort Access Sporadically Malfunctions****MODEL**

F25 (X3)

F26 (X4)

Vehicles with option code 0322

SITUATION

Any or all doors, including rear tailgate, cannot be opened from the outside door handle via CA (Comfort Access).

CAUSE

- Faults in CA for aerial short(s).
- Faults for door handle(s).
- Rapid opening and close (system overheating).
- No faults in the system and malfunction is sporadic or in a certain area; the situation is caused by interference to the signal.

CORRECTION

- No fault in the system, replacing parts will not rectify the problem.
- Fault is present, follow the test plan recommendation.

PROCEDURE

1. Diagnose the vehicle with ISTA to determine whether a permanent or sporadic malfunction of the CA is present.

Is there now an active Fault code registered in the vehicle?

YES- permanent malfunction is present, work through the diagnosis tree. Bulletin is not relevant.

NO- a sporadic malfunction is indicated. Go to step 2.

2. Check the fault code history stored in the vehicle.

Are any codes not present (not active) in the history for a woken-up or signal time-out?

YES- go to step 3.

NO- work through the diagnosis tree as this bulletin is not relevant,

3. Do not replace any parts.
4. Explain to the customer the following details from the Owner's manual **Operation section / Opening and closing / Comfort access / malfunction.**

“Remote control detection by the vehicle can among others be malfunctioning under the following circumstances:

- The battery of the remote control is discharged. Replace the battery.
- Interference of the radio connection from transmission towers or other equipment with high transmit power.
- Shielding of the remote control due to metal objects.
- Interference of the radio connection from mobile phones or other electronic devices in direct proximity.

Do not transport the remote control together with metal objects or electronic devices.”

WARRANTY INFORMATION

This service information bulletin provides technical and diagnostic-related information.

Please read this diagnostic help in its entirety, the information is being provided to avoid unnecessary parts replacements, this will help you in avoiding unsatisfied customers and repeat repair visits.

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