



## LOCKING FUNCTION INOPERATIVE FROM THE HANDLE, ON VEHICLES WITH COMFORT ACCESS

### MODEL

G30 (5 Series Sedan)	With option code 322 Comfort Access	Produced through January 02, 2017
----------------------	-------------------------------------	-----------------------------------

### SITUATION

Touching a door handle does not activate locking/closing function after exit from vehicle via Comfort Access. All door handles are affected when vehicle is wet or after rain.

Keyless entry is possible via the remote control key

### CAUSE

Moisture penetration between locking sensor and handle support.

### CORRECTION

For vehicles produced up to and including January 02, 2017 only:

- Replace all door handles as appropriate.

If subsequent door handles(s) require replacement, only replace the ones that are affected.

### PROCEDURE

1. Verify malfunctioning operation when vehicle is wet.

**Can the Comfort Access System locking/closing feature activation failure be reproduced when handle is touched on the top front?**

YES – replace all door handles with the parts specified in ETK/EPC.

Follow ISTA repair instruction:

REP\_51 21 170 Removing and replacing the outer door handle of front door on the left or right

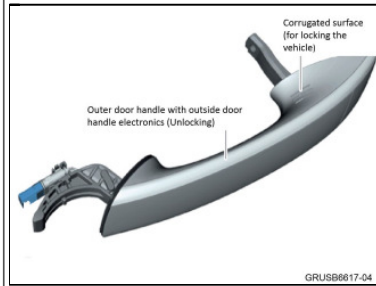
REP\_51 22 170 Removing and replacing the outer door handle in the left or right rear door

NO - Go to step 2.

2. Consult with customer to determine if proper lock/close activation procedure is being used. Refer to the G30 (5 Series) Owner's Manual video link: [tinyurl.com/lbomh8o](http://tinyurl.com/lbomh8o) on proper Comfort Access operation.

	Activation failure is expected if both the Close and Open activation areas are touched simultaneously- Open is on inside middle of handle, Close is on top front of handle.
--	---

3.



## PARTS INFORMATION

Part Number	Description	Quantity
Refer to ETK	Door handle, painted, outer left/right (Front)	1 / Side
Refer to ETK	Door handle, painted, outer left/right (Rear)	1 / Side

## WARRANTY INFORMATION

Replacing all four (4) door handles as described in this bulletin, one time for applicable vehicles, is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	5121058300	
Labor Operation:	Labor Allowance:	Description:
51 21 190	Refer to KSD2	Removing and replacing the outer door handles of both front doors
Or:		
51 21 790	Refer to KSD2	Removing and replacing the outer door handles of both front doors
And:		
51 22 690	Refer to KSD2	Removing and replacing the outer door handles in both rear doors
And, as necessary:		
61 00 009	Work time (WT)	Work time to verify the malfunction, Comfort Access System locking/closing feature activation failure when the handle is touched

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance.

Work time labor operation code 61 00 009 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 section.

### Subsequent Door Handle Repairs

If subsequent door handle(s) require replacement, only replace the ones that are affected with corresponding defect code and labor operations provided in the KSD2

[ Copyright ©2017 BMW of North America, Inc. ]