



COMFORT ACCESS SPORADICALLY INACTIVE VIA DOOR HANDLE

MODEL

F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F12 (6 Series Convertible)
F13 (6 Series Coupe)			

With SA-0322 Comfort Access System

SITUATION

Sporadically, CA (Comfort Access) locking or unlocking of the vehicle does not work via the door handles.

The following faults can be stored:

JBBF3 (Junction Box Electronics):

- 8020E8 - Terminal 30F reset/shut-down

ZGW (Centrals Gateway Module):

- 801C10 - Request to reset clamp 30F wakeup
- 801C11 - Request for to shut-down clamp 30F wakeup

CAS (Car Access System) This fault is only displayed when the test plan is performed:

- DTC 9307BA - One or more TAGE blocked because of play protection

CAUSE

- The CA system is deactivated because the capacitive sensor on the door handles was continually activated by environmental conditions (rain, snow, very low battery voltage, vehicle does not enter sleep mode, clamp 30F reset,)
- The situation can also be caused by a remote key located within the vehicle.

CORRECTION

- Diagnose the stored fault(s) with ISTA or follow the following test plan path if there no fault(s): Locking and security functions => Comfort access => outside door handle electronics.
- Check and remove remote key from interior of vehicle.

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA, working through the appropriate test module.

Did ISTA identify any malfunction in the system?

YES- follow ISTA recommendations.

NO – go to next step.

2. No fault in the system perform the following test plan: Locking and security functions => Comfort access
=> Outside door handle electronics.

In case the problem is not present in the shop review the weather conditions and remote key locations that were present when the malfunction occurred.

3. **Did the malfunction occur while there had been heavy precipitation (or other contamination) in the door handle AND a remote key was located within the vehicle?**

YES- Tell customer to remove extra key from vehicle.

NO – Submit a PuMA case for support.

NOTE: Also; make sure there is no aftermarket modifications to the vehicle.

WARRANTY INFORMATION

This service information bulletin provides technical, diagnostic and/or repair-related information.

Eligible and Covered Work/Repairs

Under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, if an eligible repair is performed to address a verified defect in materials or workmanship, claim this work with the corresponding defect code and labor operations, including diagnosis, that are provided in KSD2.

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