



DOOR CANNOT BE OPENED WITH COMFORT ACCESS

MODEL

E70 (X5)	E71 (X6 except Hybrid)	E72 (X6 Hybrid)	F25 (X3)
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Vehicles with option code SA 322 (Comfort Access)

SITUATION

One or more doors are unable to be opened from the outside of the vehicle using the Comfort Access System.

Any of the following fault codes may be present on PGS_65 (Comfort Access Module):

Wake-Up Pattern faults

A0A6 - TAGE_BFT_WUP_wrong_response

A0A7 - TAGE_BFT_WUP_no_response

A0B7 - TAGE_HILI_WUP_no_response

A0C6 - TAGE_HIRE_WUP_wrong_response

A0C7 - TAGE_HIRE_WUP_no_response

A096 - TAGE_FAT_WUP_wrong_response

A097 - TAGE_FAT_WUP_no_response0xA097

Pull Sensor Timeouts

A08F - TAGE_FAT_Timeout_Zug_Sensor

A09F - TAGE_HILI_Timeout_Zug_Sensor

A0AF - TAGE_BFT_Timeout_Zug_Sensor

A0BF - TAGE_HIRE_Timeout_Zug_Sensor



Fault code description explanation:

- FAT / TAGE 1 = Drivers front door
- FTH / TAGE 2 = Drivers rear door
- BFT / TAGE 3 = Passenger front door

- BTH / TAGE 4 = Passenger rear door

CAUSE

- Malfunction of the Comfort Access system.
- Aftermarket equipment or modification on the vehicle.

CORRECTION

Diagnosis with ISTA to determine whether malfunction is permanent or sporadic.

PROCEDURE

For conditions that are similar to the situation described:

1. Perform diagnosis with the latest version of ISTA.
2. Check the stored fault codes.

Are there active fault codes stored for the Comfort System?

YES- the malfunction is permanent. Continue with diagnostic troubleshooting.

NO – the malfunction is likely sporadic caused by external influence. No parts replacement is required.

Review the operational characteristics of the Comfort Access System with the customer highlighting:

- The door-handle activation surfaces.
- Time-delay function (approx. 2 seconds) and how it may override the ability to quickly toggle the lock/unlock condition
- The possible interference conditions

These topics are fully described in the Comfort Access topic of the Operation chapter of the Owner's manual.

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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