

# Service Information

Drivers Assistance, Remote Control Systems B66 19 19

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May 2019

Technical Service

## COMFORT ACCESS AND COMFORT GO NOT POSSIBLE

### MODEL

|                            |                                   |                                 |                      |
|----------------------------|-----------------------------------|---------------------------------|----------------------|
| F90 (M5 Sedan)             | F97 (X3 M Sport Activity Vehicle) | F98 (X4 M Sport Activity Coupe) | G01 (X3 SAV)         |
| G02 (X4 SAC)               | G05 (X5 SAV)                      | G07 (X7 SAV)                    | G12 (7 Series Sedan) |
| G14 (8 Series Convertible) | G15 (8 Series Coupe)              | G20 (3 Series Sedan)            | G29 (Z4 Roadster)    |
| G30 (5 Series Sedan)       | G32 (6 Series Gran Turismo)       |                                 |                      |

Produced from March 1, 2018.

### SITUATION

Vehicle cannot be opened/locked or started via Comfort Access.

### CAUSE

Electrostatic charge puts the remote control key into a deep sleep.

### CORRECTION

We are currently working on a permanent solution.



Note: Parts replacement will not provide a solution to this situation.

Check the functionality of the remote control.

- If the remote control functions satisfactorily, inform the customer that manual operation by pressing a button on the remote control will remedy the situation temporarily



Note:

- Also applies to vehicle which had keys replaced with ID2.1 radio remote controls (version can be seen by removing the back cover and noting the digits circled)
- The Display Key, Digital Key and the Digital Key Card are **not** affected

## WARRANTY INFORMATION

This Service Information bulletin provides technical, diagnostic and/or pending repair-related information.

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