



SIB 61 04 20

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## COMFORT ACCESS & COMFORT GO DO NOT WORK SPORADICALLY IN WARM TO HOT TEMPERATURE

### MODEL

E-Series	Model Description	Production Date	Affected Option Code
G20	3 Series Sedan	Start of production (Nov. 2018)	SA322 Comfort Access

### SITUATION

At warm to hot outside temperatures (above 60° F) the customer may complain that the Comfort Access and Comfort Go sporadically don't work.

- Vehicle can be opened by pressing the remote control unlock buttons, and-
- Engine start is possible by placing the remote control key on the steering column ring antenna (aka aerial)

The situation corrects itself after the vehicle goes to sleep, or cools down.

### CAUSE

At warm to hot outside temperatures, there may be a temporary interruption in communication between the comfort access functions in the BDC. This leads to sporadic operating failure of the comfort access function.

### CORRECTION

Perform diagnosis using ISTA as outlined in the Procedure section.

### PROCEDURE

1. Is the concern related to warm / hot outside temperatures, and-
  - Can the vehicle be unlocked by pressing the remote-control key buttons, and
  - Is engine start possible by placing the key on the ring antenna?

**Yes:** Proceed to next step

**No:** Perform diagnosis using ISTA

2. Submit a TC case for BDC replacement (**part updated**)

### PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
Refer to ETK	Body Domain Controller	1

### WARRANTY INFORMATION

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

## **Eligible and Covered Work/Repairs**

When used to repair a verified defect in materials or workmanship, the repair Procedure information provided in this bulletin is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

To submit a claim, please following the established and applicable warranty policy and procedures (Labor/Part/Sublet – bulk materials) that apply to the repair being performed.

Refer to AIR for the corresponding defect code, flat rate labor operations (including diagnosis) and the flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

Work time (WT) labor operation codes require individual punch times and explanations on the repair order and in the claim comments section.