



## SIB 66 19 19

2020-03-02

### COMFORT ACCESS AND COMFORT GO NOT POSSIBLE

This Service Information Bulletin (Revision 1) replaces SI B66 19 19 **dated May 2019**.

#### What's New (Specific text highlighted):

- Models added
- Situation
- Cause
- Correction
- Procedure
- Parts information
- Warranty information

## MODEL

E-Series	Model Description	Production Date
F90	M5 Sedan	From March 1 <sup>st</sup> , 2018
F91	M8 Convertible	
F92	M8 Coupe	
F97	X3 M Sport Activity Vehicle	
F98	X4 M Sport Activity Coupe	
G01	X3 Sports Activity Vehicle	
G02	X4 Sports Activity Vehicle	
G05	X5 Sports Activity Vehicle	
G06	X6 Sports Activity Vehicle	
G07	X7 Sports Activity Vehicle	
G12	7 Series Sedan	
G14	8 Series Convertible	
G15	8 Series Coupe	
G16	8 Series Gran Coupe	
G20	3 Series Sedan	
G29	Z4 Roadster	
G30	5 Series Sedan	
G32	640i xDrive Gran Turismo	

## SITUATION

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

- Remote control functionality is restored by pressing any of the key buttons or by removing and reinstalling the remote control key battery.
- **The Display Key, Digital Key and the Digital Key Card are not affected.**

## CAUSE

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

Various situations can lead to an electrostatic charge, which is often not recognized by the customer.

For example, walking over carpet wearing shoes that have a hard rubber sole, positive and negative charges are exchanged. The sole accumulates a negative charge and an electrostatic charge develops before touching the remote control key.

## CORRECTION

Perform diagnosis using ISTA as outlined in the Procedure Section.

## PROCEDURE

1. Perform vehicle test using ISTA, read fault memory and diagnose any relevant faults.
2. Check functionality of each remote control. If other causes have been ruled out and functionality of the remote control is restored (usually temporary, if related and due to the CAUSE stated above) by pressing any of the key buttons, the remote control(s) should be replaced (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	Radio remote control	Up to 2

## WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>6135621400</b>	<b>Radio remote control / radio-operated key (ID transmitter) basic without display, intermittent malfunction</b>
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

And, additionally for the:

### **e-Vehicles**

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

And:

Labor Operation	Description	Labor Allowance
66 12 610	Replacing remote control	Refer to AIR

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 61 00 006 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.