



SIB 51 18 20

TAILGATE DOES NOT OPEN COMPLETELY

2020-06-04

MODEL

E-Series	Model Description	Production Date
G06	X6 Sports Activity Coupe	Up to May 13, 2020

SITUATION

When opened either from the remote key, activation button on the driver's door panel, or using foot motion via Comfort Access; the tailgate will not open completely. The tailgate will release, open a small amount, and stop as shown below:



CAUSE

A software error in the automatic tailgate control unit (HKFM).

CORRECTION

Program the vehicle using ISTA 4.23.1x (I-level S18A-20-03-558) or higher.

PROCEDURE

Determine the vehicle's current I-level by either using AIR or the Key reader/ISPA NEXT application.

For vehicles below the I-levels outlined:

Program the vehicle using **ISTA 4.23.1x** or higher (released **May 2020**).

Model	Target Integration level
G06 (X6 Sports Activity Coupe)	S15A-20-03-558 or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)) when performing programming.

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Parts are not required.

WARRANTY INFORMATION

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Update the vehicle to the required i-level or higher by performing and submitting for one of the open Technical Campaigns instead. Please be sure to also perform any additional work (before and/or after) the campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program as described below.

Defect Code:	6135420200	Automatic tailgate operation control unit (HKFM)/software error in tailgate function module / internal equipment fault
Labor Operation	Description	Labor Allowance
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:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

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

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) under the defect code listed in this bulletin with the applicable AIR labor operations.

Explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).