



SIB 61 25 20

2020-12-03

REMOTE CONTROL KEY OR BMW DISPLAY KEY BUTTONS NOT WORKING

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F97	X3 M Sports Activity Vehicle	From start of production.	SA322 Comfort Access
F98	X4 M Sports Activity Coupe		
G01	X3 Sports Activity Vehicle		
G02	X4 Sports Activity Coupe		
G12	7 Series Sedan	Up to production date March 1, 2019 (before LCI)	
G30	5 Series Sedan	Up to production date July 1, 2020 (before LCI)	

SITUATION

The buttons on the remote-control key or BMW display key are not working, not allowing to unlock the vehicle and the tailgate or trunk compartment.

Also, the buttons on a spare key do not work either.

Important: Unlocking the vehicle using Comfort Access and ConnectedDrive services (remote), and the engine start operation are not affected.

CAUSE

Communication error between the Body Domain Controller (BDC) and the remote-control key.

PROCEDURE

1. Verify that this is a first-time concern for the vehicle. If this situation has already been reported, see below.
2. Perform diagnosis with the latest version of ISTA, working through test module, if needed.
3. Perform "Control unit reset BDC" via the ISTA control unit tree. Alternatively, a battery reset may also be carried out by disconnecting the battery.
4. Allow the vehicle to enter sleep mode.
5. Verify the effectiveness of the repair by testing the remote control buttons' operation.

Note: The procedure will synchronize BDC and remote-control key communication, and in most cases will prevent a component replacement.

In the event of a repeat visit for the same concern, submit a TC BDC case for further assistance.

WARRANTY INFORMATION

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

Defect Code:	6138270200	BDC Body Domain Controller software error /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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And:		
61 00 006	Performing vehicle diagnosis – test module (Control unit reset BDC)	2 FRU
Or:		
61 20 900	Disconnecting and connecting the battery negative cable	Refer to AIR

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

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.

Work time labor operation code 61 00 006 is not considered a Main labor operation.

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis).

As applicable to your center, please refer to [SI B01 01 20](#) or [B01 07 20](#) for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures.

QUESTIONS REGARDING THIS BULLETIN

Technical Inquiries	Submit feedback at the top of this bulletin
Warranty Inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts Inquiries	Submit an IDS ticket to the Parts Department