



DOORS LOCKED WITH REMOTE CONTROL INSIDE THE VEHICLE

This Service Information Bulletin (Revision 1) replaces SI B66 22 19 **dated November 2019**.

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

- I-level updated.

**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
F91	M8 Convertible	Start of production.	SA 322 Comfort Access
F95	X5 M Sports Activity Vehicle		
F96	X6 M Sports Activity Coupe		
G05	X5 Sports Activity Vehicle		
G06	X6 Sports Activity Coupe		
G07	X7 Sports Activity Vehicle		
G14	8 Series Convertible		
G15	8 Series Coupe		
G16	8 Series Gran Coupe		
G20	3 Series Sedan		
G29	Z4 Roadster		
G12	7 Series Sedan	Produced from March 1 <sup>st</sup> , 2019	

**SITUATION**

The customer states that the vehicle locks itself when the last door was closed, even though the remote control/display key was inside the vehicle.

**CAUSE**

Sporadic interference causes the vehicle to revert to “outside detection” of the vehicle remote control instead of “inside the vehicle detection” which is where the key was located.

**CORRECTION**

Update the vehicle’s software.

**PROCEDURE**

Determine the vehicle’s current i-level by using AIR or the Key reader/ISPA NEXT application.

1. Perform diagnosis with the latest version of ISTA, working through test module, if needed.
2. Program the vehicle using **ISTA 4.34.2** or higher (Expected to be released end of March 2022)

<b>E-Series</b>		<b>Target integration level</b>
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	Model	
F91	M8 Convertible	S18A-22-03-5xx or higher
F95	X5 M Sports Activity Vehicle	
F96	X6 M Sports Activity Coupe	
G05	X5 Sports Activity Vehicle	
G06	X6 Sports Activity Coupe	
G07	X7 Sports Activity Vehicle	
G14	8 Series Convertible	
G15	8 Series Coupe	
G16	8 Series Gran Coupe	
G20	3 Series Sedan	
G29	Z4 Roadster	
G12	7 Series Sedan	S15A-22-03-5xx 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).**

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

**Note: The recommended procedure for a lock-out is to use the BMW Remote app to initiate a remote door unlock.**

**In addition, the other Digital Key or BMW Key Card can also be used to unlock the vehicle (refer to attachment for more information). The customer must have a valid BMW assist account with user name and password.**

**In the event the remote door unlock is not possible, contact Roadside Assistance at 1-888-33-6118 for coverage and/or lock out service assistance.**

## **CLAIM 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.

**If you should have this situation, update the vehicle to the current available i-level by performing and submitting for one of these open Technical Campaigns instead. Please be sure to also perform any additional work the campaign repairs require and/or close the remaining open programming and encoding the Campaign repairs as outlined in the corresponding Service Information Bulletin.**

If the situation above 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; and claimed as described below.

<b>Defect Code:</b>	<b>6138270200</b>	<b>BDC Body Domain Controller software error / internal equipment fault</b>

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, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

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

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.

### Vehicle Programming and Encoding (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 under the defect code listed in this bulletin with the applicable AIR labor operations.

Please 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 this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.

### 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 with separate punch times).

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture\\_as\\_pdf B61 22 19 Attachment \(Digital Key, BMW Key Card Information\).pdf](#)



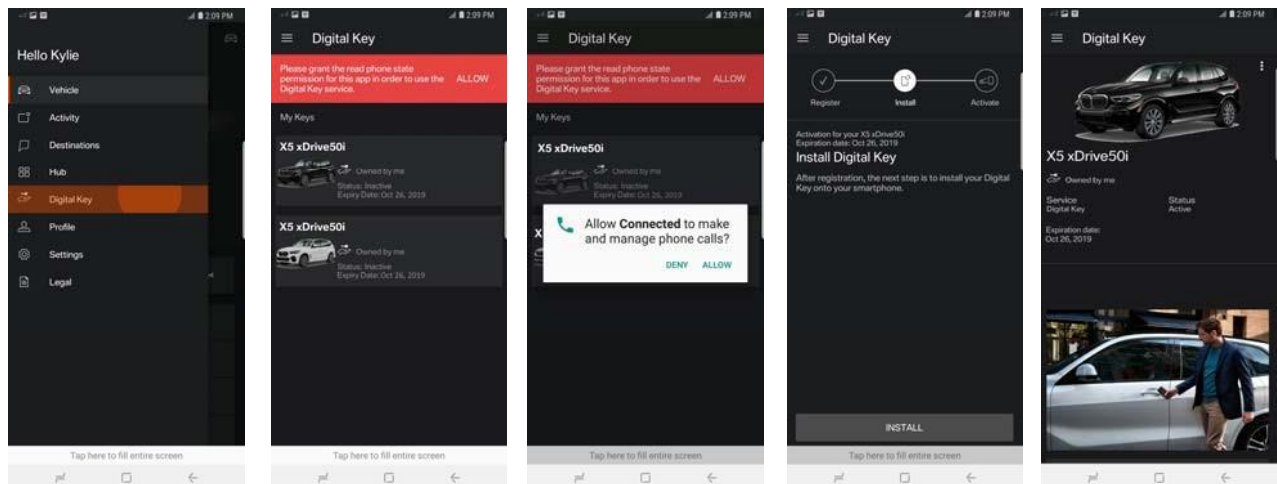
## BMW DIGITAL KEY.

Go keyless with the BMW Digital Key. Your compatible Android™ smartphone\* or BMW Key Card substitutes for your vehicle's key fob. Simply hold it to the door handle on the driver's side to lock and unlock or, to start the engine, you can place your device in the wireless charging tray or smartphone cradle.

Please note: In order to properly activate your BMW Digital Key, you must create a unique PIN code at your BMW Center.

### To Activate Digital Key:

- 1) Log into your BMW Connected App, using your ConnectedDrive credentials.
- 2) In order to set-up your smartphone\* you must start by selecting the Digital Key icon within the BMW Connected App menu, and follow the onscreen prompts from your smartphone to install your BMW Digital Key on your device.



- 3) To complete the activation process, you must enter your BMW with your smartphone, along with the physical key. Place your smartphone in the wireless charging tray and select “BMW Digital Key” via the



iDrive screen by following the sequence: **Home > Car > Settings > Doors/Access > BMW Digital Key** and follow the on-screen prompts to complete.

**Add new Digital Key:** Starts the process to add a Digital Key.

**Key Card:** Starts the process to activate the BMW Key Card.

**Remove all Digital Keys:** Will delete all Digital Keys linked to the vehicle. However, the feature will still be available to add new Digital

Keys.

**Reset function:** Resets the use of the Digital Key feature in the vehicle.

In order to set-up after resetting the function, you must contact your BMW center.

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## FREQUENTLY ASKED QUESTIONS.

### 1. What are the requirements to use Digital Key in my BMW ?

This feature depends on various technical preconditions with regard to smartphone\* hardware and network provider. At a minimum, the BMW must be equipped with Comfort Access (Option code 322) and iDrive 7.0.

### 2. Is my phone compatible with Digital Key?

Your smartphone hardware, software, and carrier determine compatibility. The BMW Digital Key is compatible for all NFC-capable

Samsung Galaxy 7 smartphones and newer running Android™ 8.0 and above. Compatibility is limited to select carriers. If your

smartphone is not capable, you can still use the supplied BMW Key Card to access this feature.

### 3. How does Digital Key work and is it secure?

BMW Digital Key uses the NFC chip within your smartphone\* in order to communicate to your BMW. In order to unlock or lock the door, you must position your smartphone near the NFC reader in the door handle on the driver's side. To start the engine, you can place your smartphone in the wireless charging tray or smartphone cradle and press the engine "Start / Stop" button. Additionally, the supplied BMW Key Card can also be used in place of your smartphone. BMW Digital Key is highly secure because it uses the "Secure Element" on the smartphone and requires initial authorization at your BMW Center.



### 4. Once my BMW is started by using Digital Key, how can I turn it off ?

After start up, removing your smartphone from the wireless charging tray or smartphone cradle will not turn the vehicle off. This may only be done by pressing the engine "Start / Stop" button.

### 5. How much does BMW Digital Key cost?

Digital Key is included for 1 year at no additional cost on suitable vehicles.

For more information, please see the BMW ConnectedDrive Service Availability Matrix located at [BMWUSA.com/ConnectedDrive](http://BMWUSA.com/ConnectedDrive)

## **6. Can I use my smartphone as a Digital Key for multiple vehicles?**

Yes, BMW Digital Key on your smartphone\* can be used for multiple BMW vehicles. However, each BMW Key Card is unique to each vehicle.

## **7. If my smartphone is off or has no battery, will I still be able to use my BMW Digital Key?**

Yes, BMW Digital Key can still be used if your smartphone is off or has no battery as long as the smartphone has been paired correctly for Digital Key.

## **8. What happens if my wallet or smartphone are lost or stolen or I simply want to remove a Digital Key from my BMW?**

BMW Digital Key can be deactivated at any time by accessing the “Reset function” in the iDrive menu and removing the Digital Key while the physical key is in the vehicle. The “Reset function” is located by following the sequence:

**Home > Car > Settings > Doors/Access > BMW Digital Key.** In order to set-up after resetting the function, you must contact your BMW center. Please note, by creating a new ConnectedDrive account for the vehicle all BMW Digital Keys will be deactivated.

\*The BMW Digital Key is compatible for all NFC-capable Samsung Galaxy 7 smartphones and newer running on Android 8.0 and above. Compatibility is limited to select carriers. Android is a trademark of Google LLC.