SIB 61 22 19   2022-08-18
DOORS LOCKED WITH REMOTE CONTROL INSIDE THE VEHICLE
This Service Information Bulletin (Revision 2) replaces SI B61 22 19 **dated December 2021.**

What's New (Specific text highlighted):
- Models added
- Situation
- Cause
- Procedure
- Attachment

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	Start of production	SA 322 Comfort Access
F91	M8 Convertible		
F92	M8 Coupe		
F93	M8 Gran Coupe		
F95	X5 M Sports Activity Vehicle		
F96	X6 M Sports Activity Coupe		
F97	X3 M Sports Activity Vehicle		
F98	X4 M Sports Activity Coupe		
G01	X3 Sports Activity Vehicle		
G02	X4 Sports Activity Coupe		
G05	X5 Sports Activity Vehicle		
G06	X6 Sports Activity Coupe		
G07	X7 Sports Activity Vehicle		
G12	7 Series Sedan	Produced from March 1st, 2019	
G14	8 Series Convertible	Start of production	
G15	8 Series Coupe		
G16	8 Series Gran Coupe		
G20	3 Series Sedan		
G22	4 Series Coupe		
G23	4 Series Convertible		
G26	4 Series Gran Coupe		
G29	Z4 Roadster		
G30	5 Series Sedan	Produced from July 1st, 2020	
G32	640i xDrive Gran Turismo		
G42	2 Series Coupe	Start of production	
G80	M3 Sedan		
G82	M4 Coupe		
G83	M4 Convertible		

SITUATION

When using Comfort Access 2.0 feature "Lock when walking away", the vehicle locks itself even though the remote control/display key is inside the vehicle.

CAUSE

The vehicle initiates a search for keys after the last door is closed. In some cases, when "Lock when walking away" is active, external radio interference may cause the key to be mistakenly shown as located outside of the vehicle. All key searches will thereafter be carried out around the exterior of the vehicle; interior

searches are suppressed. The Comfort Access system assumes the customer is moving away from the vehicle and locks it.

Comfort Access 2.0 allows the storage of spare keys inside the vehicle. When a spare key is locked inside the vehicle, the unlocking function is deactivated for that key. The stored key is only reactivated after the vehicle is unlocked utilizing a different key.

Only after the vehicle is unlocked with a different key, will the key located inside the vehicle be enabled again.

Please see also SI B66 13 19 COMFORT ACCESS 2.0 KEY RECOGNITON INFORMATION.

CORRECTION

Update the vehicle's software.

PROCEDURE

1. Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application. If needed, use the latest ISTA to work through test modules.

2. Is the current vehicle integration level:

Model	Integration level
F97 F98 G01 G02 G12 G30 G32	**Lower than S15A-22-03-500**
F44 F91 F92 F93 F95 F96 G05 G06 G07 G14 G15 G16 G20 G22 G23 G26 G29 G42 G80 G82 G83	**Lower than S18A-22-03-500**

YES: Proceed to Step 3
NO: Further diagnosis with ISTA is needed

3. Program the vehicle using ISTA 4.34.1X or higher.

Model	Target integration level
F97 F98 G01 G02 G12 G30 G32	**S15A-22-03-500** or higher
F44 F91 F92 F93 F95 F96 G05 G06 G07 G14 G15 G16 G20 G22 G23 G26 G29 G42 G80 G82 G83	**S18A-22-03-500** or higher

Please inform the customer of the following:

Under certain conditions, it may be possible to unintentionally lock a key inside the vehicle. This is possible when a 2nd key is not located or stored at a minimum distance of 20ft from the vehicle.

An enabled Key Card or active Digital Key can be used to unlock the vehicle. Refer to attachment for additional information.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

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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.

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	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.

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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).

FEEDBACK 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 Information).pdf

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The **Ultimate** Driving Machine®

BMW CONNECTED DRIVE.
GET STARTED GUIDE.
BMW DIGITAL KEY.

*Europeon Model Shown

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BMW DIGITAL KEY.

Go keyless with the BMW Digital Key. Your compatible iPhone® 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 iPhone in the smartphone tray with NFC sensor and push the Start/Stop button. You may also share your Digital Key with up to 5 friends or family members, with optional restrictions. These optional restrictions include top-speed limiting and setting the maximum radio volume, for example.

There are 3 ways to activate & setup this feature:

- My BMW App
- Email
- iDrive

IMPORTANT: In all cases, it is required both key fobs remain in the vehicle only during the initial pairing procedure, as well as ensuring the vehicle is not in drive ready state. **Instead, the vehicle must be in Standby State.**

Express Mode: This feature allows the user to lock/unlock and start the vehicle *without* having to first unlock their iPhone. This also allows the user to lock/unlock and start the vehicle for up to 5 hours after the iPhone battery has run out. This feature is enabled by default. To disable, open the Digital Key in the Apple Wallet app, tap ●●●, switch off.
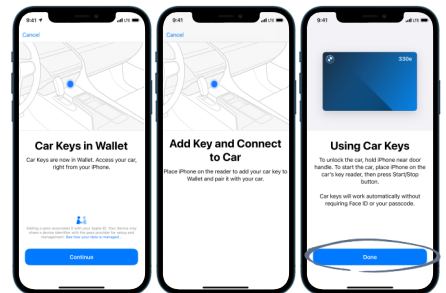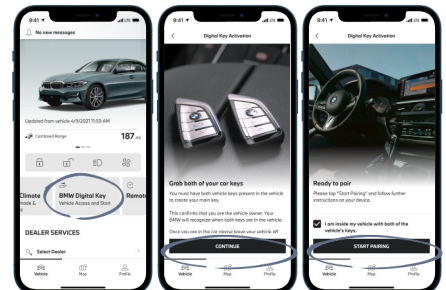
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BMW DIGITAL KEY.

Activate BMW Digital Key via My BMW App:

1   Start by logging in to the My BMW App.

2   Tap "**BMW Digital Key**" in the tile bar menu.

3   Confirm both key fobs are inside the vehicle. Tap "**Continue**", confirm the checked box and select "**Start Pairing**".

4   Place iPhone on the smartphone tray with NFC sensor and wait while Digital Key is created.

5   The Digital Key can be accessed in your Apple Wallet app, and added to your Apple Watch. It is now ready for immediate use and sharing.
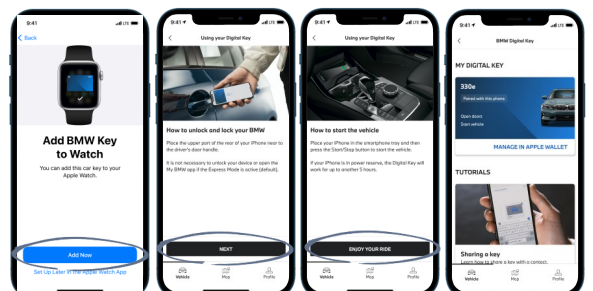
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BMW DIGITAL KEY.

Activate BMW Digital Key via Email:

1   Open email containing pairing link.

2   Tap on **pairing link**.

3   Place iPhone on the smartphone tray with NFC sensor and wait while Digital Key is created.

4   The Digital Key can be accessed in your Apple Wallet app and is now ready for immediate use and sharing.
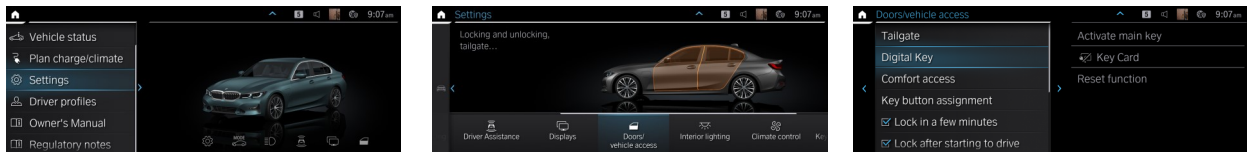
5/19/2021

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BMW DIGITAL KEY.

Activate BMW Digital Key via iDrive:

1 From the main iDrive home-screen, select:

Car > Settings > Doors/Access > Digital Key

2 Place iPhone on the smartphone tray with NFC sensor.

3 You may open either the My BMW App to continue with automatic pairing, or, you may manually enter the 8-digit pairing token pin received via email.

4 Please wait while Digital Key is created.

5 The Digital Key can be accessed in your Apple Wallet app and is now ready for immediate use and sharing.
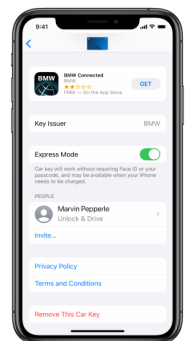
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Activate Key Sharing with BMW Digital Key.

1 Open Apple Wallet app on iPhone. Select your BMW Digital Key.

2 Tap ⚫⚫⚫, followed by "**Invite**".

3 Tap "**Invite**" button once more.

4 You may optionally select an **Access Level**, such as **Restricted Driving**. This ensures the recipient of the Shared Key operates the vehicle according to your specification. Otherwise, tap "**Unlock & Drive**" and followed by "**Invite**". You will now type in a contact name or phone number of the recipient. The recipient *must* be using an iPhone running iOS 13.6 or higher.
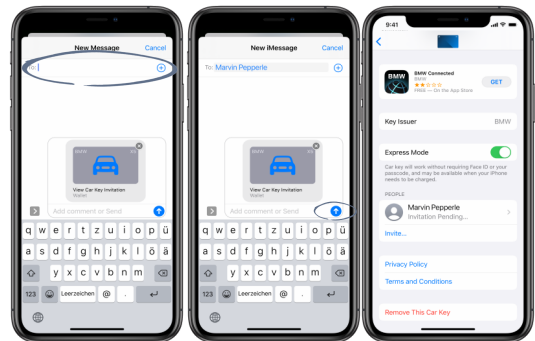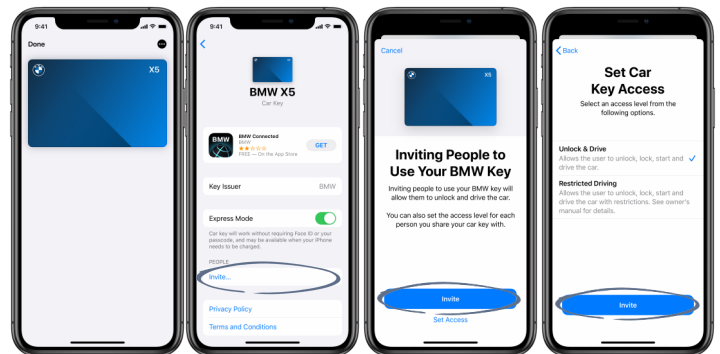
5 After making this selection, send the message by tapping ⬆. Please "**Confirm**" your selections. After this step, you will see *Invitation Pending* under your recipient's name.

Note: Once your recipient accepts, you may revoke the Digital Key at any time by tapping the recipient's name and selecting "**Revoke**".

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Revoking a Shared Key with BMW Digital Key.

If you no longer wish to share access with a family member or friend, you can easily revoke the shared Digital Key.

With the physical vehicle key in the vehicle follow the steps:

1 In the iDrive menu navigate to **"Car"** followed by **"Settings"**.

2 Select **"Doors and access"**.

3 Under **"BMW Digital Key"**, select the shared key you would like to the revoke access to.

Note: For safety reasons, <u>Revoking a Shared Key via the Wallet app puts the Shared Key in a "pre-deletion" state.</u> In order to complete the revocation, a key fob must lock/unlock the vehicle first. However, if revocation is done via the iDrive, the revocation is instant.
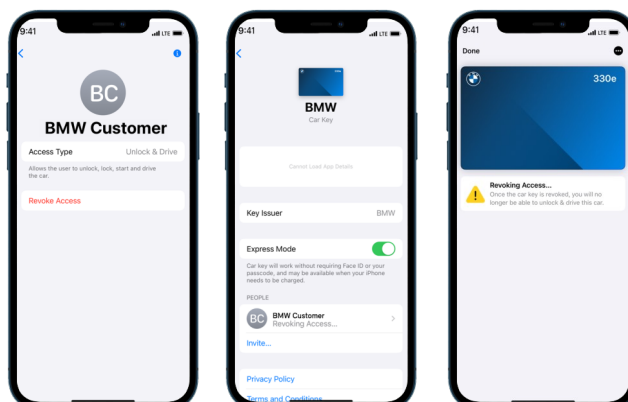
FREQUENTLY ASKED QUESTIONS.

1. What are the requirements for BMW Digital Key?
Digital Key requires Live Cockpit (SA 6U1, 6U2, 6U3) with BMW operating system 7 and Comfort Access package (option code 322). On suitably equipped vehicles produced after July 2020, the Digital Key feature will be active and available for setup and usage for as long as BMW supports it. To confirm whether your vehicle is compatible, log in to www.bmwusa.com/MyBMWConnectedDrive. Additionally, users will need to an iPhone device running on software version iOS 13.6 or higher.

2. Can I link my Digital Key to my driver profile?
Yes, your BMW Digital Key can be paired with your driver profile.
Please note: each profile can only be linked to a single device using Digital Key.

3. Will I be able to add the Digital Key to the Wallet application on my iPhone?
Yes, BMW Digital Key will be native in the iOS environment allowing you to add it to your Apple Wallet application on both your iPhone and Apple Watch.

4. Can I share my Digital Key with friends and family?
Yes. You may share Digital Key with up to 5 friends and family members with the option of certain driving restrictions (eg. top speed limit and parameters). When sharing multiple keys, the owner may be prompted to use their own key before sharing. The shared key can be revoked at any time.

5. Is there a Valet Mode?
All cars running iDrive 7 have Valet Mode. This is completely independent of Digital Key.
Please note: owner is recommended to give Key Card or physical key fob to valet.

6. What happens if I upgrade my iPhone?
After upgrading your iPhone, a Digital Key can be re-established on the new phone by following one of the 3 set-up methods in the previous pages of the Get Started Guide.

7. Is Digital Key deactivation instant?
Yes, the deactivation of Digital Key is instant when completed from the iDrive by following the steps on page 7 of this Get Started Guide. If a key is deactivated from the Apple Wallet App, the deletion will not be completed until a key fob is used.

8. What is Express Mode for Digital Key?
Express Mode allows the user to lock/unlock and start the vehicle without having to first unlock their iPhone. This also allows the user to lock/unlock and start the vehicle for up to 5 hours after the iPhone battery has run out. This feature is enabled by default. If Express Mode has been disabled, the user will be required to authenticate themselves before using the Digital Key.
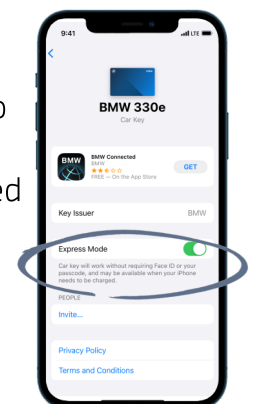
FREQUENTLY ASKED QUESTIONS.

9. Can I still use Digital Key if my iPhone has no power, no cellular connection or is in airplane mode or low battery mode?
Depending on why your iPhone is powered down, the availability of Digital Key varies.
When **Express Mode is enabled,** the user will still be able to lock/unlock and start the vehicle for up to 5 hours after the iPhone battery has run out.
However, if **Express mode has been disabled,** or the user has manually turned off your iPhone, Digital Key will not work.
Airplane mode, Low battery mode, and cellular connection have no effect on Digital Key operation.

10. Is Digital Key secure?
Yes. The key is saved on a chip on the iPhone called the "Secure Element", which provides standardized hardware security as well as software security.

11. How do I lock my BMW with Digital Key?
All lock and unlock settings will natively transfer to the Digital Key. These settings are stored in iDrive and are customizable just like a regular key fob. All vehicle doors and the trunk must be closed before using the Digital Key to lock the vehicle. Locking and unlocking via Digital Key is only possible at the driver's door handle.

12. Why can't I pair my iPhone with Digital Key?
If you are having issues connecting your iPhone with Digital Key, please make sure your vehicle is in Standby State as it is not possible to pair with the vehicle in drive ready state.

13. When should I leave my paired device in the charging tray?
There are two instances in which the paired device should be left in the smartphone tray with NFC sensor. 1) when starting the vehicle and 2) when using the trunk button on the interior of the driver's door.

BMW CONNECTED DRIVE.
GET STARTED GUIDE.
# BMW DIGITAL KEY CLASSIC.

*European Model Shown

BMW DIGITAL KEY CLASSIC.

Go keyless with the BMW Digital Key Classic. 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 Classic, you must create a unique PIN code at your BMW Center.**
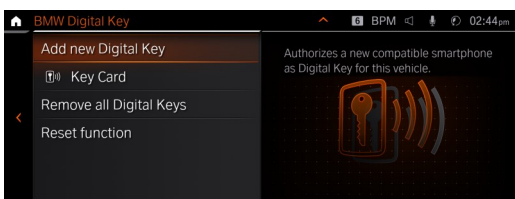
To Activate Digital Key Classic:

1) Log into your My BMW App, using your ConnectedDrive credentials.
2) In order to set-up your smartphone* you must start by selecting the Digital Key icon within the My BMW App menu, and follow the onscreen prompts from your smartphone to install your BMW Digital Key Classic on your device.
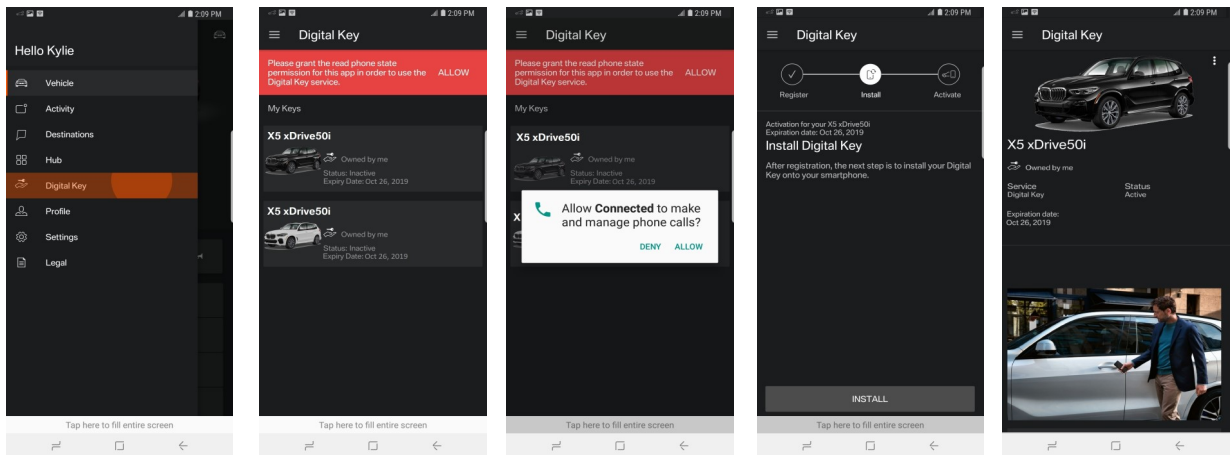
3) To complete the activation process, you must enter your BMW with your smartphone, along with the physical key. Place your smartphone in the wireless charging tray and select **"BMW Digital Key"** via the iDrive screen by following the sequence:

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.

Digital Key Classic Activation Steps for BMW Center.

*In order for the customer to be able to activate BMW Digital Key Classic, a PIN code is required which must be set-up by the Dealer. This <u>MUST</u> be done in-person with the customer.

To Activate Digital Key Classic:

1) After the Electronic Subscriber Agreement (ESA) has been agreed to and signed by the customer, verify VIN within ConnectedDrive Service Cockpit.

2) Select the wrench icon next to **"BMW Digital Key"**.

3) On prompt, verify the VIN once more as well as account information for the customer.

4) Have customer supply a unique 4-digit PIN code which they will use to set-up BMW Digital Key.
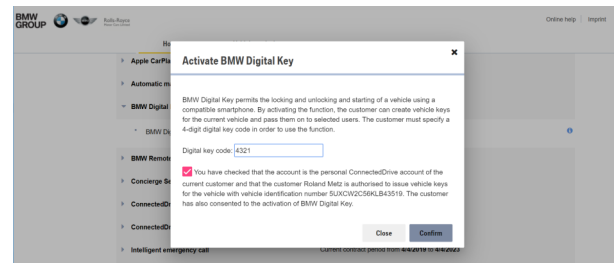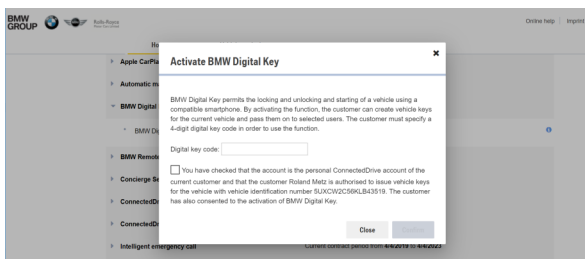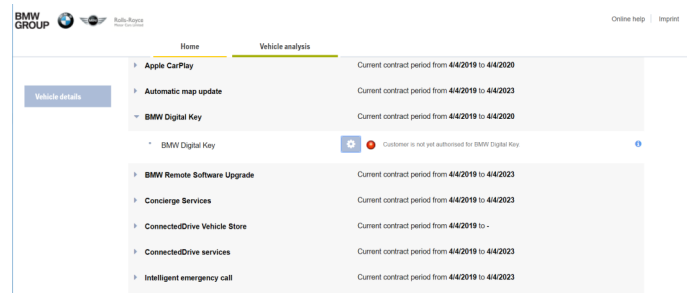
*For more information on available vehicles, please check the Service Availability Matrix on Product Knowledge on Demand or BMWUSA.com/ConnectedDrive.

FREQUENTLY ASKED QUESTIONS.

1. What are the requirements to use Digital Key Classic 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 Classic?
Your smartphone hardware, software, and carrier determine compatibility. The BMW Digital Key Classic 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 Classic work and is it secure?
BMW Digital Key Classic 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 Classic 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 Classic, 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 Classic cost?
Digital Key Classic 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.

6. Can I use my smartphone as a Digital Key for multiple vehicles?
Yes, BMW Digital Key Classic 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 Classic?
Yes, BMW Digital Key Classic can still be used if your smartphone is off or has no battery as long as the smartphone as been paired correctly with Digital Key Classic.

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 Classic 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 Classic 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.