



SIB 51 24 22

2022-12-21

TAILGATE SPORADICALLY FAILS TO OPEN

MODEL

E-Series	Model Description	Production Date
I20	iX Sports Activity Vehicle	Oct. 28 – Nov. 10, 2022

SITUATION

The tailgate sporadically fails to open when signaled via the interior button (driver's door panel) or the key fob. It will unlatch but does not open any further.

CAUSE

A software error in the HKFM (Tailgate function module).

CORRECTION

Program the vehicle using ISTA version **4.40.1x (I020-23-03-500)** estimated release **02/2023**.

PROCEDURE

1. Determine what is the vehicle's current I-level by either using AIR or the Key Reader/ISPA NEXT/AWP (Aftersales Workplace) applications.

- If the vehicle's I-level is below I020-23-03-500, continue to step 2
- Otherwise, if the I-level is greater than or equal to I-level 23-03-500, continue diagnosis using ISTA

2. Program the vehicle using ISTA version **4.40.1x** (estimated release late Feb. 2023 pending verification) or **higher for target I-level I020-23-03-500**.

Note: 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 08 09) when performing programming.

PARTS INFORMATION

Parts are not required.

CLAIM INFORMATION

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

Select one of these open Technical Campaigns to perform and submit for updating the vehicle's software to the required I-level or higher.

Please be sure to perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

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

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Defect Code:	6135420200	Control unit, automatic operation of tailgate/HKFM Software error / internal device fault
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

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, as necessary:		
51 00 001*	51 00 001 Localizing body complaint(s) (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
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, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 51 00 001 and 00 58 500 are not considered a Main labor operations.

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

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including the diagnosis that applies*) in AIR that apply.

*Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Other Repairs (Vehicle is already at the Specified Target Integration Level or Higher)

If other eligible and covered work is performed because of performing the ISTA diagnostics, the related test plans and/or other diagnosis, claim this work with the applicable Defect Code and labor operations listed in AIR (including the diagnosis that applies*).

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Hatch

