



SIB 51 14 23

2023-09-06

AUTOMATIC DOOR(S) IS NOT FUNCTIONING PROPERLY

☐ THIS REPAIR IS MOBILE FRIENDLY
MODEL

E-Series	Model Description	Affected Option Code
G70	7 Series Sedan	3CD – Automatic Doors

SITUATION

The customer has concerns with the function of “opening and closing of the automatic doors”.

CORRECTION

There are two corrections:

A. If the customer’s concern CANNOT be duplicated: The function of the automatic doors must be reviewed and explained with the customer. The customer should also reference the “Automatic doors” sub section in the Owner’s Manual for more information.

B. If the customer’s concern CAN be duplicated: Diagnose the vehicle using ISTA.

PROCEDURE

Situation A: Customer’s concern CANNOT be reproduced.

Important: A. If the customer’s concern CANNOT be duplicated: The function of the automatic doors must be reviewed and explained with the customer. The customer should also reference the “Automatic doors” sub section in the Owner’s Manual for more information. Owner’s manual attached to this SIB.

Only if the detailed “Automatic doors” function-related information does not address their concern:

1. Perform a functional check of the automatic door(s).
2. Connect a BMW approved battery charger and read fault codes from the vehicle using ISTA.
3. If there are no apparent faults for the automatic door(s), no further action is needed.

Note: Part replacements will not provide a solution, therefore it is not permitted for situation A.

Situation B: Customer’s concern CAN be reproduced.

1. Perform a functional check of the automatic door(s).

Copyright ©2023 BMW of North America, Inc.

2. Connect a BMW approved battery charger and read fault codes from the vehicle using ISTA.
3. Perform diagnosis using ISTA, when applicable, repair as necessary.
4. Reassess the vehicle once the repair is completed.

PARTS INFORMATION

Parts are only required in situations where it is determined that an issue with the components of the automatic doors. In those cases, repair the vehicle as necessary depending on the specific issue found.

To determine the part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

CLAIM INFORMATION

This Service Information Bulletin provides technical, diagnosis, and repair-related information.

Damage and/or issues caused by outside influences are not covered under the BMW limited warranties.

Eligible and Covered Work/Repairs

When applicable, repairs that address a verified defect in materials and/or workmanship are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

To submit a claim, please follow the established and applicable warranty policy and procedures (Labor/Part/Sublet) that apply to the repair being performed.

Refer to AIR for the corresponding Repair Code. Obtain the flat rate labor operation codes (including the diagnosis*) that apply and the applicable flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

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.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic 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

Supporting Materials

[picture_as_pdf B51 14 23 Attachment 1a.pdf](#)

[Content](#)

[A-Z](#)



OWNER'S MANUAL.

BMW 7 SERIES.



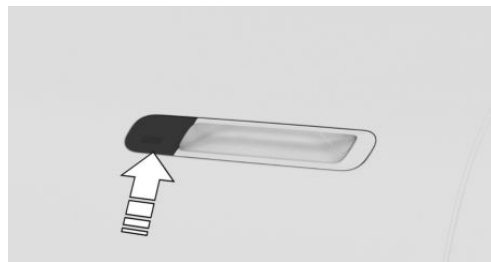


on a compatible smartphone and used to unlock and lock the vehicle.

Additional information:

BMW Digital Key, refer to page 90.

Locking/unlocking the vehicle



Hold the near field communication antenna of the smartphone directly and centered on the external door handle of the driver's door. The position of the near field communication antenna depends on the smartphone model.

When locking the vehicle with the smartphone, make sure that all doors and the trunk are closed.

Frequently Asked Questions

What precautions can be taken to be able to open a vehicle, despite accidentally locking in the vehicle key?

- ▶ The app's remote services offer the option to lock and unlock a vehicle.

This requires an active BMW ConnectedDrive contract, and the app must be installed on a smartphone.

- ▶ Unlocking the vehicle can be requested via the BMW ConnectedDrive Call Center.

An active BMW ConnectedDrive contract is required.

Automatic doors

Principle

The automatic doors open and close automatically. If necessary, the doors can also be operated manually.

General information

Multiple doors can be opened and closed at the same time.

The driver's door can be opened contactlessly.

When opening and closing manually, the door movement is motor-assisted.

Safety information

Warning

Body parts can be jammed while operating the doors. There is a risk of injury. Make sure that the area of movement of the doors is clear while opening and closing.

Warning

The system does not release the driver from their responsibility to assess the traffic and their surroundings. Based on the limits of the system, it cannot independently react to all traffic situations. Otherwise, there is a risk people may be injured or property damaged. Observe traffic and surroundings and actively intervene in corresponding situations, e.g., manually interrupt the door movement.

Functional requirements

- ▶ The vehicle tilt is less than 10° in the longitudinal and transverse directions.
- ▶ The vehicle is at a standstill.
- ▶ The safety function is switched off. When the safety function is switched on, the rear

doors cannot be operated in the interior nor operated with the vehicle key.

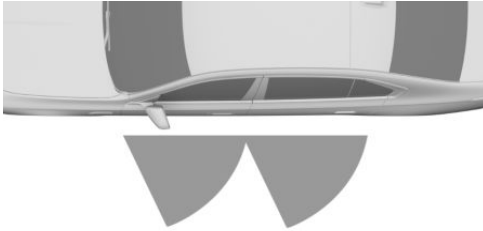
Additional information:

Safety switch, refer to page [103](#).

Detection of obstacles

When the doors are opened automatically, stationary and moving obstacles are detected under the following circumstances:

- The stationary obstacles are not closer than 10 in/25 cm to the vehicle.
- The stationary obstacles are located below the window line.
- The detection area for moving obstacles corresponds to that of the Exit Warning. Exit Warning is only triggered if the doors are opened from the inside.



Detection range for stationary obstacles.

If an obstacle is detected, a visual warning is issued on the respective door and on the control display. Movement of the respective door is stopped.

Additional information:

Exit warning, refer to page [188](#).

Ultrasonic sensors, refer to page [38](#).

Opening/closing the driver's door contactlessly

Principle

The driver's door opens automatically when the driver approaches the closed vehicle with

their digital key. If the driver moves away from the open vehicle with their digital key, the driver's door closes automatically.

General information

The function is available with Comfort Access. Function availability depends on national-market version.

The driver's door opens automatically when an authorized digital key is detected in unlocking range.

The unlocking range is the radius of approx. 5 ft/1.50 m around the vehicle.

The driver's door closes and locks when the digital key leaves locking range.

The locking range is the radius of approx. 9 ft/2 m around the vehicle.

Safety information

NOTICE

If the function for automatically opening/closing the driver's door is activated, the driver's door may open unintentionally, e.g. when washing the vehicle. There is a risk of damage to property. In situations where the driver's door must remain closed, deactivate the hands-free opening/closing function.

Functional requirements

- The Digital Key has been activated and authorized for the vehicle.
- Contactless opening/closing of the driver's door is activated in the settings.

Additional information:

BMW Digital Key, refer to page [90](#).

On the external door handle

Principle

The vehicle can be accessed without operating the vehicle key.

The vehicle key is automatically detected near the vehicle.

General information

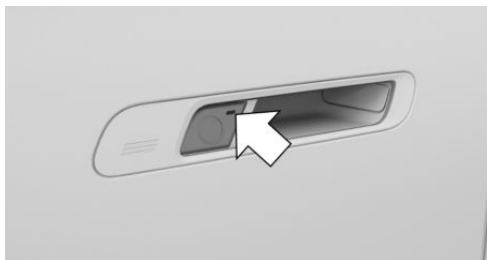
Depending on the national-market version, the vehicle doors can also be opened and closed automatically with the external door handle using a compatible smartphones with a digital key.

Additional information:

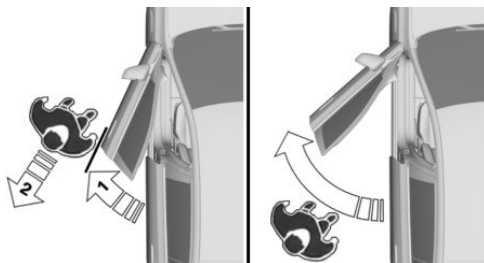
BMW Digital Key, refer to page 90.

Opening the door automatically

1. Press the button in the illuminated spot, arrow.



2. Leave the door's travel path if necessary.



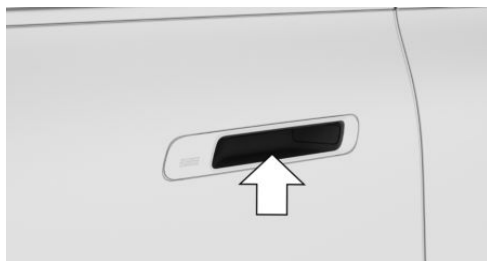
If the person opening the door is detected as an obstacle, the door stops, arrow 1. If

the door's travel path is exited immediately, arrow 2, the door continues to move.

Pressing the button again stops the door movement.

If the door does not continue to move, open the door manually.

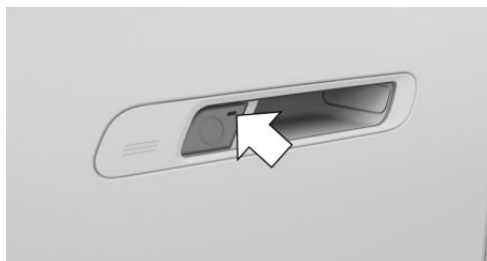
Opening the door manually



Reach into the recessed grip of the door and pull the door outward.

The movement of the door is motor-assisted.

Closing the door automatically



- ▶ Press the button in the illuminated spot, arrow.

Pressing the button again stops the door movement.

- ▶ Push the door briefly.

Closing the door manually

Close the open door slowly and press slightly against the vehicle. The door closes automatically.

With the My BMW app

The My BMW app can be used to open and close automatically. To do so, a digital key for the vehicle must be installed on the smart-phone.

Additional information:

BMW Digital Key, refer to page 90.

In the interior

Operating the front door



Press the button in the door to unlock the door.

Push the door outward.



Press the button next to the steering wheel to open or close the door automatically.

Operating the rear doors



Press the button to unlock the door.

Push the door outward.



Press the button to open or close the door automatically.

Closing the driver's door with the brake pedal

Depress the brake pedal to close the driver's door.

This function must be activated in the settings.

Additional information:

Settings, refer to page 95.

Operating doors on the control display

Doors can be opened, closed, and stopped in motion, separately or together.

1.  Apps menu
2. "Vehicle"
3. "Doors and windows"
4. "Automatic doors"
5. Select the desired function.

Operation of individual doors:

Icon	Meaning
	Open the closed door.
	
	Close the open door.
	
	Stop the door movement.

Assisted Driving Mode, lane keeping, see Speed control systems [218](#)
Assisted Driving Mode Plus, see Speed control systems [218](#)
Assisted View [158](#)
Attachment point for radio systems [310](#)
Audio player, see Owner's Manual for Navigation, Entertainment, Communication [6](#)
Audio, see Owner's Manual for Navigation, Entertainment and Communication [6](#)
Authorized service center, see BMW Accident Assistance [365](#)
Authorized service center, see BMW Roadside Assistance [365](#)
AUTO H button, see Automatic Hold [139](#)
Automatic camera perspective [249](#)
Automatic climate control [274](#)
Automatic control, headlight [165](#)
Automatic Curb Monitor, exterior mirror [116](#)
Automatic deactivation, front-seat passenger airbags [176](#)
Automatic dimming, see Automatic High Beam Assistant [163](#)
Automatic doors [82](#)
Automatic headlight control [165](#)
Automatic High Beam Assistant [163](#)
Automatic Hold [139](#)
Automatic locking [96](#)
Automatic Parking Assistant [259](#)
Automatic Parking Assistant Professional [259](#)
Automatic Parking Assistant, see Maneuver Assistant [264](#)
Automatic program, automatic climate control [276](#)
Automatic time setting [158](#)
Automatic transmission, see Steptronic transmission [128](#)
Automatic unlocking [96](#)
Automating routines, BMW Intelligent Personal Assistant [58](#)
AUTO program, automatic climate control [276](#)
Auto Start/Stop function [126](#)
Average consumption, see Trip data [156](#)
Axle loads, approved [379](#)

B

Backrest curvature, see Lumbar support [106](#)
Backrest, seats [104](#)
Backrest tilt [105](#)
Backrest width [106](#)
Back-up Assistant [268](#)
Back-up Assistant Professional [268](#)
Bandages, see First-aid kit [364](#)
Bar for tow-starting/towing [370](#)
Base position, rear seats [109](#)
Battery, disposing of [362](#)
Battery, vehicle [361](#)
Being towed, see Tow-starting and towing [368](#)
Belts, see Seat belts [110](#)
Blind spot collision warning [193](#)
Blocking, power window, see Safety switch [103](#)
Blower, see Air flow [278](#)
Bluetooth audio, see Owner's Manual for Navigation, Entertainment, Communication [6](#)
Bluetooth connection, see Owner's Manual for Navigation, Entertainment, Communication [6](#)
BMW Accident Assistance [365](#)
BMW app, see Owner's Manual for Navigation, Entertainment, Communication [6](#)
BMW Assist, see Owner's Manual for Navigation, Entertainment and Communication [6](#)
BMW Curved Display [48](#)
BMW Digital Key [90](#)
BMW Drive Recorder [205](#)
BMW Gesture Control [59](#)
BMW IconicSounds [273](#)
BMW ID [69](#)
BMW iDrive [44](#)
BMW Intelligent Personal Assistant [53](#)
BMW Live Cockpit Plus, see BMW Curved Display [48](#)
BMW Live Cockpit Professional, see BMW Curved Display [48](#)
BMW maintenance system [358](#)
BMW Natural Interaction, see BMW Gesture Control [59](#)
BMW Operating System, see BMW iDrive [44](#)
BMW Roadside Assistance [365](#)