



COMFORT ACCESS 2.0 INFORMATION

MODEL

G05 (X5)	G15 (8 Series Coupe)
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Equipped with Comfort Access 2.0 (CA 2.0; option code 322)

SITUATION

Customers may report complaints that the comfort access system's "contactless" features are not working to their expectations.

CAUSE

- Customer did not receive sufficient instructions or demonstrations on CA 2.0 during the retail process
- Misunderstanding the system descriptions in the vehicle printed owner's manual, as well as in the integrated electronic owner's manual ("IBA", via Central Information Display)

CA 2.0 System Background:

The next-generation of vehicle comfort access system (aka contactless or touchless locking and unlocking) was introduced on these models. Contactless locking, unlocking, or both are selected via the CID path CAR-General Settings- Doors- Comfort Access- (select unlocking and/or locking).

Many of the new functions include:

- Various "welcome" actions when approaching the vehicle within approx. 9 feet if present in the Central Information Display (CID) menu
- Brief flashing of the turn signals
- "Beeping" audible signal
- Light carpet illumination
- Headlamps activate
 - Automatic door unlocking when the customer is within approx. 3 feet of any door handle
 - Automatic central locking or securing upon moving away approx. 7 feet any door handle

Some inherent functions of CA 2.0 can irritate the customer, and be perceived as sporadic or constant malfunctions:

A. Contactless locking can only be utilized if a valid remote key is in close range of the **doors** when the last open door or tailgate was closed.

- If the tailgate/trunk lid was last used, the customer needs to walk past any door for contactless locking to activate
- If the tailgate/trunk lid was last used but the customer walks away directly to the rear of the vehicle, contactless locking will not activate because the vehicle must detect the remote key signal at any door.

B. Contactless locking and unlocking is not possible at the rear of the vehicle (tailgate/trunk lid).

- If the customer approaches from directly behind the vehicle so that the signal detection angle does not extend to the side of the vehicle, contactless locking and unlocking may not work

C. If the customer carries the remote key and walks around the vehicle, repeated opening and closing can occur (e.g. when refueling or cleaning the windows)

D. The seat occupancy detection described in the operating instructions (automatic securing, if nobody is detected in the passenger's seat) only works if the vehicle had been in "Driving" status.

- If the vehicle is being operated with a new key cycle while in the "Residing" status (but not starting the engine), the vehicle can inadvertently lock.

o Doors will lock

o Alarm system becomes active

E. If the vehicle was locked using the remote key, it cannot be unlocked via contactless unlocking.

F. If the vehicle was unlocked with the remote key, it cannot be locked via contactless without first driving the vehicle.

G. If the customer is carrying another remote key, either from the same or from other vehicles, contactless unlocking or locking will not occur.

H. After a stationary period of three days, automatic unlocking/locking/securing will be deactivated to conserve the vehicle battery or above a certain battery voltage.

I. Using the close and lock/secure buttons on the tailgate/trunk lid:

- Behavior up to and including I level-18-11: If one of the two buttons in the tailgate/trunk lid is pressed, automatic locking and unlocking is usually deactivated (also when closing with conventional comfort access).

o Functionality enhancement as of I level-19-03: Both buttons & comfort access reactivate the contactless locking and unlocking monitoring.

J. If the vehicle is secured using the lock button on the remote key-

- Contactless locking and unlocking is not possible the next time you approach
- Automatic unlocking or locking/securing is also deactivated if you double-unlock using the button on the remote key

K. If the vehicle is opened or closed with NFC/Smart Access (smartphone and NFC card; depending on model and availability), automatic unlocking or locking/securing is deactivated.

- Functionality enhancement for J and K as of I-level -19-07- Automatic unlocking or locking/securing will be reactivated by starting the engine with the driver's door closed or locking using the outside door handles



Note- Prior to performing Quality Certification 1:

- Automatic unlocking or locking/securing does not work in transport mode

CORRECTION

Program the vehicle to a new Integration level (I-level) indicated in Steps J or K above with the supporting ISTA software becomes available in early 2019.



Note: Parts replacement will not provide a solution to this situation.

PROCEDURE

In the event of a customer complaint, proceed as follows.

- No I-level indicated: No measure available. System behavior corresponds to design.
 - Steps J and K in “Cause” section: Program and encode to the stated I-level.
- o I-level 19-03-500 will be supported by ISTA 4.16.1x (expected availability late February 2019)
 - o I-level 19-07-5xx will be supported by ISTA 4.18.1x (expected availability: late June 2019)

BMW center associates: CA 2.0 system descriptions and training material can be found in the Technical Reference Manual ST1856 “General Vehicle Electronics 2018”, Chapter 7, in TIS.

Advise the customer to access system information at his/her convenience using the vehicle’s IBA via the CID path- CAR- Owner’s Manual-Topics- Controls- Opening & Closing- Comfort Access- General Information. Scroll down to Touchless Unlocking.

WARRANTY INFORMATION

For information only

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