



SIB 61 17 20

2020-09-04

RECALL 20V-490: HIGH-VOLTAGE BATTERY

This Service Information Bulletin (Revision 1) replaces SI B61 17 20 **dated August 2020**.

What's New:

- Entire Bulletin
- This Delivery Stop has been upgraded to a Recall

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

E-Series	Model Description	Production Date
G01	X3 xDrive30e Sports Activity Vehicle (SAV)	July 8, 2020 – August 6, 2020
G20	330e Sedan	June 15, 2020

AFFECTED VEHICLES

Vehicles which require this Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

SITUATION

BMW AG has issued a Delivery Stop (effective August 7, 2020) on certain Model Year 2020-2021 BMW Hybrid-Electric vehicles that were produced between June 15, 2020 and August 6, 2020.

As of August 14, 2020, this Delivery Stop has been upgraded to a Recall.

Attention!

The vehicle's high-voltage (HV) battery is not to be charged until you've completed the charging history test plan and confirmed that a prior charge has been successfully completed to 100% state of charge (SOC).

If the vehicle has **NOT** had a charging process completed to 100% SOC; this vehicle must **NOT BE RELEASED** to the customer. Refer to the attachment procedure for more information.

The Recall Notice and Q&A have been attached for further information.

CAUSE

On Plug-in Hybrid Electric Vehicle (PHEV) models, the HV battery may not have been produced to specifications. When charging the battery to near its full state of charge, this could lead to a short-circuit and, in rare cases a thermal event.

CORRECTION

The vehicle will be inspected and, if necessary, HV module(s) will be replaced.

PROCEDURE

Refer to the attachment.

PARTS INFORMATION

Only use and invoice the Part Numbers for Technical Campaign below that apply.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of the claim.

Note: References to G05 have been deleted from this table.

Part Number for Technical Campaign	Part Number for EPC for comparison	Description	Quantity
61 27 8 843 411	61 27 8 658 344	High-voltage battery module (34AH NEG)	As needed
61 27 8 843 412	61 27 8 658 345	High-voltage battery module (34AH POS)	As needed
07 12 9 908 570	07 12 9 908 570	ISA screw (V-M6 GFX16)	As needed
61 27 8 606 057	61 27 8 606 057	ISA screw (M6 GFX85-10.9-S)	As needed
61 27 8 606 058	61 27 8 606 058	ISA threaded end screw (M6 GFX85-10.9-S)	As needed
61 27 8 677 638	61 27 8 677 638	Hexagon bolt with inside Torx (M6x25mm)	As needed
61 27 8 645 446	61 27 8 645 446	Hexagon bolt with inside Torx	As needed
See EPC	Seal for high-voltage battery	Seal for high-voltage battery	As needed
83 19 2 468 442	83 19 2 468 442	BMW HT-12 Antifreeze Coolant	Sublet as needed

Additionally, other small parts that are not specified above, such as one-time use screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when required, the part numbers listed above that apply:

Defect Code: 0061540500	Gx Check PHEV high-voltage batteries
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The vehicle is already in the workshop-

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 859	Checking the charging history (if 100% SOC), no repair is necessary	4 FRU

Or:

The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)-

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 69 318	Checking the charging history (if 100% SOC), no repair is necessary	6 FRU

Or:

The vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
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# 3	00 69 863	Checking the charging history (if not 100% SOC), reading out serial numbers (Additional work is necessary, see below)	5 FRU
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Or:

The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)-

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 4	00 69 322	Checking the charging history (if not 100% SOC), reading out serial numbers (Additional work is necessary, see below)	7 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

And:

Additional Work with performing WP # 3 or # 4 only

Note: Job/repair work time labor operation 00 69 865 (below) will be available in the system for claim submission beginning on September 15, 2020.

Labor Operation	Description (Additional/Associated work)	Labor Allowance
00 69 864	Additional work: removing and installing high-voltage battery, including removing and installing lid	49 FRU (G01); 53 FRU G20 (330e xDrive); 59 FRU G20 (330e)
And, as required:		
00 69 865	6-Module Configuration: Job/repair work time (WT) for replacing one or more modules in addition to 00 69 864 (approximately 5 FRU additional per each module replaced)	WT up to 32 FRU (G01 and G20, with/6-module configuration)

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B61 17 20 WP 1), unless otherwise required by State law.

Additionally, for WP #3 or WP # 4, please also state the number of modules that required replacement.

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your job/repair work time (WT) and the repair-related explanation procedures.

And, as needed:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$40.00	Reimbursement for the repair-related bulk material (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the quantity used plus your center's handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained with a 50/50 coolant/water solution.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

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

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Supporting Materials

[picture_as_pdf B611720 attachment Procedure_RECALL 20V_490 HIGH_VOLTAGE BATTERY_2.pdf](#)

[picture_as_pdf B611720_2020-BMW-MINI-MY2020-2021-PHEV-Fxx-G0x-HV-Battery-FAQ-\(14Aug2020\).pdf](#)

[picture_as_pdf B611720 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 20V-490: High-Voltage Battery – B61 17 20

BMW AG has issued a Delivery Stop (effective August 7, 2020) on certain Model Year 2020-2021 BMW Hybrid-Electric vehicles that were produced between June 15, 2020 and August 6, 2020. As of August 14, 2020, this Delivery Stop has been upgraded to a Recall.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

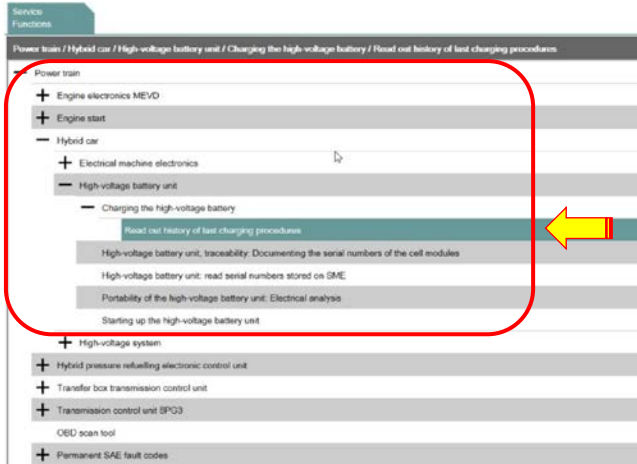
Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

RECALL 20V-490: HIGH-VOLTAGE BATTERY

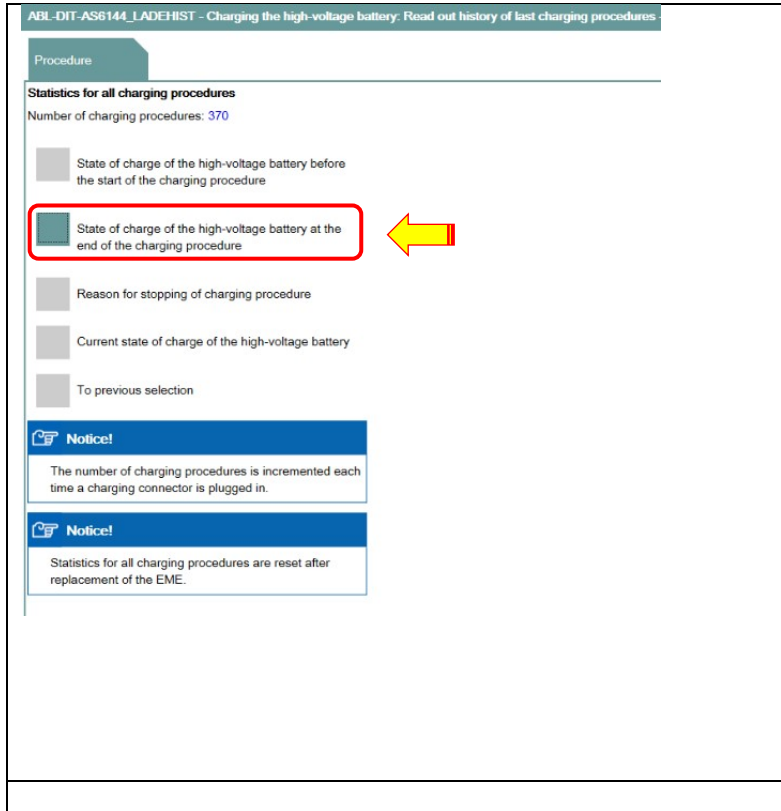
DO NOT ATTEMPT TO CHARGE VEHICLE!

Note: This attachment SI B61 17 20 is only valid for vehicles that have been retailed and in customer possession. This does not apply to vehicles in dealer inventory.



Connect the vehicle to ISTA diagnostics. After Short Test is completed; follow the path below:

1. Service Function
2. Hybrid Vehicle
3. High Voltage Battery unit
4. Charging of High Voltage Battery
5. Select: "Read History of last charging procedures" ABL (test plan)



6. Select: "State of Charge of the High Voltage Battery at the end of Charging Procedure" (#2 in example)

ABL-DIT-AS6144_LADEHIST - Charging the high-voltage battery: Read out history of last charging procedures

Procedure

Current state of charge: 35.90 %

Current settings:

- Standard charging cable - Current level: Maximum

Selection:

- Active or last charging process
- Charging procedure before last
- Third-last charging procedure
- Fourth-last charging procedure
- Statistics for all charging procedures
- End service function

Select menu item and then continue to detailed information.

7. Select:
 "Statistics of All Charging Procedures" (#5 in example)

ABL-DIT-AS6144_LADEHIST - Charging the high-voltage battery: Read out history of last charging

Procedure

Column	Frequency
1	0
2	32
3	26
4	20
5	20
6	13

State of charge of the high-voltage battery at the end of the charging procedure. Frequency in the range:

- less than or equal to 35 %
- between 36 % and 50 %
- between 51 % and 60 %
- between 61 % and 70 %
- between 71 % and 80 %
- greater than 80 %

Notice!
 The older the high-voltage battery is, the lower is the maximum possible real charge level.

8. Read out the State Of Charge from the displayed histogram (see illustration).

Note: The SOC ranges are displayed in the bar graph, with a number of occurrences of when a particular SOC level has been achieved (e.g. SOC shows above 80% was reached 13 times in our example, **column #6**)

9. Using the displayed data on **column #6**, verify if the vehicle has ever been charged to a **SOC greater than 80%**.

Proceed to step 10 below

Procedure

Statistics for all charging procedures
Number of charging procedures: 370

- State of charge of the high-voltage battery before the start of the charging procedure
- State of charge of the high-voltage battery at the end of the charging procedure
- Reason for stopping of charging procedure
- Current state of charge of the high-voltage battery
- To previous selection

Notice!
The number of charging procedures is incremented each time a charging connector is plugged in.

Notice!
Statistics for all charging procedures are reset after replacement of the EME.



ABL-DIT-AS6144_LADEHIST - Charging the high-voltage battery: Read out history of last charging procedures - V.9

Test module

21	57	39	0	5	0	0	0	0	0
0	100	100	0	10	0	0	0	0	0
1	2	3	4	5	6	7	8	9	10

Frequency of different causes for stopping charging process:

- 1. Unknown cause
- 2. Charging process completed successfully
- 3. Charging process canceled by user
- 4. Charging connector unplugged
- 5. Power supply failed (or charging cable disconnected at mains socket)
- 6. Fault in the high-voltage system
- 7. Fault in charging station
- 8. Communication fault: Parking lock signal not received
- 9. Parking lock not engaged



10. Check the successfully completed charging processes of the high-voltage battery.

11. Select: "Reasons for Stopping Charging Procedure" (#3 in example)

Note: There you can access the test module history of the previous charging processes and the causes for the end of the charging processes are displayed.

See example, the charging process was successfully completed with 57 previous charging processes (column 2).

Note: The frequency of the various causes for the stopping of the charging process is displayed on top of the column.

12. See column 2: Charging process completed successfully

13. Using the displayed data on column 2, verify if the vehicle has, at least one, successfully completed (100% SOC) charging process.

14. Interpret the findings:

If the charging history test module (in step 9) displays at least one charging process where the SOC reached higher than 80%, AND at least one charging process successfully completed to 100% SOC (in step13); NO MORE ACTION is required, and vehicle can be released to a customer, with the Campaign Recall closed.

If however, the charging history test module (in step 9) does NOT show a charging process higher than 80%, AND NO charging process that was successfully completed to 100% SOC (in step13); then the vehicle must NOT be released back to the customer.

In this case, continue diagnosing with step 15 - Checking the cell modules

- 1: 8658345-11 625152 71 DE 17-03-20 40327
- 2: 8658344-11 625152 71 DE 18-03-20 50082
- 3: 8658345-11 625152 71 DE 19-03-20 30318
- 4: 8658344-11 625152 71 DE 18-03-20 30274
- 5: 8658345-11 625152 71 DE 19-03-20 30071
- 8: 9131734597
- 1a: 9428325-01 114191 10 13.03.20 TZ: 00179
- 2a: 9428325-01 114191 10 13.03.20 TZ: 00178
- 3a: 9428325-01 114191 10 13.03.20 TZ: 00483
- 4a: 9428325-01 114191 10 13.03.20 TZ: 00482
- 5a: 9488429-01 114191 10 10.03.20 TZ: 00243

Display of serial numbers installed with "Read out saved serial numbers" ABL in ISTA.

15. Check the HV battery cell module serial numbers with ISTA, using the "Read out saved serial numbers" ABL (Test Plan).
16. Follow the diagnostic path below:
 - > "Vehicle management"
 - > "Service functions"
 - > "High-voltage battery unit"
 - > "High-voltage battery unit"
 - > "Read out saved serial numbers".
17. Refer to the example (in the illustration) of the serial numbers installed and proceed as follows.
18. Review the saved serial numbers of the cell modules installed.
19. Check the marked position of the serial number for each cell module **(5th position from the last).**
20. For numbers **0, 1, 2, the cell module is OK.**
21. For numbers **3, 4, 5, the respective cell module must be replaced.**

Note: See bulletin for part information. Replace the affected cell modules using the appropriate BMW repair instructions depending on the vehicle.

Note:

The vehicle's high-voltage (HV) battery is NOT to be charged until you've completed the test plan and confirmed that the vehicle has been successfully charged at least once to 100% SOC.

Note:

If the vehicle has NEVER had a charging process completed to 100% SOC; this vehicle must NOT be charged and must NOT BE RELEASED (or retailed to a customer) as further repairs are necessary. See procedure above.

**Safety Recall 20V-490
High-Voltage Battery
Plug-In Hybrid-Electric Vehicle (PHEV)
Model Year 2020-2021
BMW 3 Series, X3 SAV, X5 SAV
MINI Countryman
Issue Date: 08/14/2020
Last Update: 08/14/2020**

Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?

Certain Plug-In Hybrid-Electric Vehicles (PHEV), specifically Model Year 2020-2021 BMW 3 Series, X3 SAV, X5 SAV, and MINI Countryman models in the US, produced between March and August 2020, are potentially affected.

Q2. What is the specific issue?

On PHEV models, the high-voltage battery may not have been produced to specifications. When charging the battery to near its full state of charge, this could lead to a short-circuit and, in rare cases a thermal event.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models have been produced with a High-Voltage battery that has been produced to specifications.

Q4. Can I continue to drive my vehicle?

Yes. However, drive in standard mode only, do not use sport mode.

If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q5. Can I charge my vehicle?

No.

Q6. How did BMW Group become aware of the issue?

BMW Group became aware of the issue through our quality control procedures.

Q7. How will I be informed of this Safety Recall?

Potentially affected customers are being contacted by phone, and arrangements are being made for the Safety Recall to be performed. Alternate transportation will be accommodated. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

To ensure the BMW Group has your most recent contact and vehicle information, please register your BMW vehicle at www.bmwusa.com/myBMW. Registration is free, and will give you access to factory-initiated campaigns and other information specific to your vehicle.

Q8. How will my vehicle be repaired?

Your vehicle will be checked, and if necessary, HV battery module(s) will be replaced.