

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Recall 20V-490: High-Voltage Battery - Update  
**Date:** Thursday, September 3, 2020 4:19:00 PM

Publish Date: September 03, 2020  
From: Technical Service  
Expiration Date: September 17, 2020

DCSnet Message  
**Urgent**



Subject: **BMW Recall 20V-490: High-Voltage Battery - Update**

Update as of September 3, 2020:

We have revised the bulletin to include a test plan for dealer inventory vehicles. You can now view it in TIS under B61 19 20.

We encourage you to perform this test plan as soon as possible on all your affected vehicles under defect code 0061560500. This will help us collect data on which vehicles can be released from the Stop and which vehicles will need to come back to BMW NA.

We will update the bulletin when we have additional information to share.

Thank you for your help.

Sincerely,  
Technical Service

Attachments:  
No Attachments No Attachments

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel  
BMW Passenger Cars, CC-All, CC-All  
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



2020-09-03



## SIB 61 19 20

### RECALL 20V-490: HIGH-VOLTAGE BATTERY

#### 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. All the vehicles affected in this defect code are dealer inventory vehicles.

## MODEL

E-Series	Model Description	Production Date
G01	X3 xDrive30e Sports Activity Vehicle (SAV)	June 30, 2020 – August 6, 2020
G05	X5 xDrive45e SAV	August 4, 2020
G20	330e Sedan	May 19, 2020 – June 18, 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 May 19, 2020 and August 6, 2020.

As of August 14, 2020, this Delivery Stop has been upgraded to a Recall. Please re-check your dealer inventory as the VIN list has changed.

### 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** (or retailed to a customer). Refer to the attachment procedure for more information. No parts are to be replaced by the dealer and the vehicle will need to be returned to BMW of North America (BMW NA) for further testing.

BMW NA is currently working on the instructions for the transport of the vehicle, which will be provided in the next bulletin update.

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

The bulletin will be updated when additional information becomes available.

## 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, returned to BMW NA for further testing.

## PROCEDURE

Refer to the attachment.

## **PARTS INFORMATION**

None required.

## **WARRANTY INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below that applies:

<b>Defect Code:</b>		<b>0061560500</b>	
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 69 872	Check the charging history (if <b>100% SOC</b> ), <b>No repair is necessary.</b>	4 FRU
Or:			
# 2	00 69 873	Check the charging history (if <b>not 100% SOC</b> ), <b>the vehicle will be sent back to BMW NA.</b>	4 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes.

### **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 19 20 WP 1), unless otherwise required by State law.

## **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

Powered by [Froala Editor](#)

### Supporting Materials

[picture\\_as\\_pdf B611920 Recall Notice.pdf](#)

[picture\\_as\\_pdf B611920\\_2020-BMW-MINI-MY2020-2021-PHEV-Fxx-G0x-HV-Battery-FAQ-\(14Aug2020\).pdf](#)

[picture\\_as\\_pdf B611920 attachment Procedure\\_RECALL 20V\\_490 HIGH\\_VOLTAGE BATTERY\\_2.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 19 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 May 19, 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.**

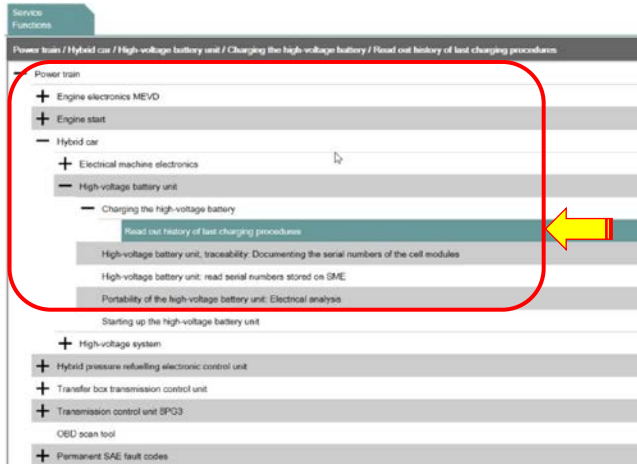
**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

# RECALL 20V-490: HIGH-VOLTAGE BATTERY

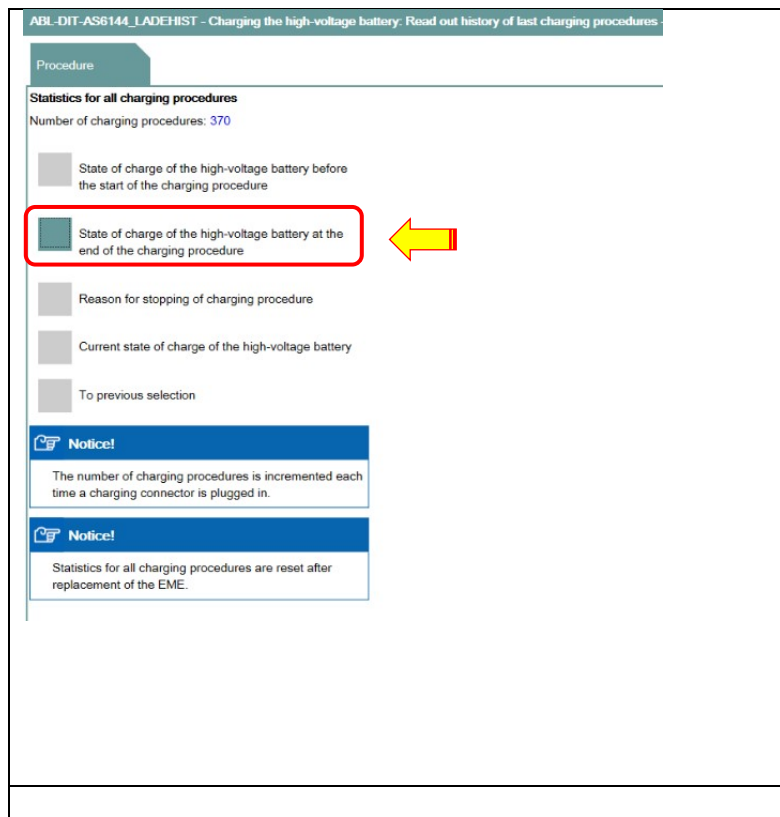
## DO NOT ATTEMPT TO CHARGE VEHICLE!

**Note:** This attachment SI B61 19 20 is only valid for vehicles that are in dealer inventory and have NOT been retailed to customers.



Connect the vehicle to ISTA diagnostics. After the 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"



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

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)

Procedure

SOC Range	Frequency
1: less than or equal to 35 %	0
2: between 36 % and 50 %	32
3: between 51 % and 60 %	26
4: between 61 % and 70 %	20
5: between 71 % and 80 %	20
6: greater than 80 %	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 (SOC) 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.



Test module

Cause	Frequency
1: Unknown cause	21
2: Charging process completed successfully	57
3: Charging process canceled by user	39
4: Charging connector unplugged	0
5: Power supply failed (or charging cable disconnected at mains socket)	5
6: Fault in the high-voltage system	0
7: Fault in charging station	0
8: Communication fault: Parking lock signal not received	0
9: Parking lock not engaged	0

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 at least one charging process **higher than 80%**, **AND NO** charging process that was successfully completed to **100% SOC** (in step13); then this vehicle must **NOT BE RELEASED (Do not retail to customer)**.

**This vehicle must be sent back to BMW NA for further testing.**

**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). No parts are to be replaced by the dealer and the vehicle will need to be brought back to BMW NA for further testing.**

**Note:**

**Instructions for the transport of the vehicle are currently being worked out and will be provided in the next bulletin update.**



**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](http://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](http://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.