



SIB 61 21 20

2020-12-09

## RECALL 20V-601: HIGH-VOLTAGE BATTERY

This Service Information Bulletin (Revision 3) replaces SI B61 21 20 **dated October 2020**.

### What's New:

- Entire content
- Parts
- Warranty

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
I12	i8 Coupe	March 2, 2020 – March 18, 2020
I15	i8 Roadster	May 20, 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 is conducting a Voluntary Safety Recall (effective September 24, 2020) on a small number of Model Year 2020 BMW i8 vehicles that were produced between March 2, 2020 and May 20, 2020.

The high-voltage battery may not have been produced to specifications. When charging the battery, this could lead to a short-circuit and, in rare cases, a thermal event.

**Please do not charge the vehicle's high-voltage battery until further notice.**

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

### AFFECTED CUSTOMERS

For customer situations, please email Customer Relations (CR) at CRNJ\_Recall\_20V-601\_Escalation@bmwna.com.

In addition to customer notification letters mailing in October, the Customer Relations team will be calling all affected customers.

If a customer requests alternate transportation, CR will contact the Dealer to coordinate with customer.

Please follow these instructions if CR contacts you:

1. If a repair order (RO) is not already available, create one.
2. Ensure there is a line item or create one that clearly explains the reason why your center is providing alternate transportation.
3. Send a "High-Voltage Battery Recall Rental Car Request" titled email to your Aftersales Area Manager (AAM) that includes a signed RO copy (center generated that is signed by the customer).
4. The AAM will review your center's email and approve your request accordingly.

5. When the rental car is approved by return AAM email (see next section below), after the rental car is delivered to customer, forward the:
- AAM's car rental authorization email; and the-
  - Customer signed copy of the RO that was sent to the AAM; and a-
  - Copy of the rental agreement to the following BMW mailbox as attachments to- [Recall.rentalrequest@bmwna.com](mailto:Recall.rentalrequest@bmwna.com). Please include the vehicle's chassis# (last seven digits of VIN) in the subject line of this email.

## **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. Customers must be informed of the issue and the customer measure that must be carried out by the workshop appointment.

## **PROCEDURE**

Customer is to be informed of the following:

### **Note:**

**We request you not to charge the vehicle via the charging cable nor via regeneration while driving (especially in Sport mode)**

### **Note:**

**Please do not use the manual gearshift or the sport shift on the selector lever and, if installed, the shift paddles on the steering wheel.**

### **Note:**

**If these instructions are followed, the customer may continue to use the vehicle until the workshop visit.**

Once the vehicle is in the workshop perform the following service procedure:

1. Connect the vehicle to the diagnosis and carry out a vehicle test.
2. If a cell module is affected, ISTA sets the fault S 0795.
3. Perform the associated test module in the test plan to determine the affected cell modules to be replaced. High-voltage battery unit: Cell modules (ABL-DIT-AT6127\_HVS3ZM **available with the ISTA version 4.26.38**)
4. If cell modules are prompted for replacement, replace the corresponding cell modules. Follow the proper repair instructions for the specific vehicle; see REP 61 27 XXX "Removing and Replacing High-voltage Battery Cell Modules.
5. If a cell module exchange is not instructed, the vehicle is OK. -> No further measures required.

### **Note:**

The diagnosis of the cell modules is only available with the ISTA version 4.26.38 (released Nov. 20, 2020)

**Note:**

A TC case is NOT necessary to order the replacement HV battery cell modules as per this campaign.

## **PARTS INFORMATION**

Only use and invoice the part numbers 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

Part Number for Technical Campaign	Description	Quantity
61 27 9 452 661	Cell module of high-voltage battery (33Ah) I12 I15 <b>(6 max)</b>	Qty as needed
61 25 8 613 708	Torx screw with washer	8
61 27 7 643 663	Hexagon screw with internal Torx	37
61 25 8 488 573	Screw	5
61 27 8 610 481	Seal for high-voltage battery	1
07 12 9 908 570	ISA screw (V-M6 GFX16)	11
07 11 9 905 949	Self-locking hexagon nut	4
61 27 8 606 056	Torx screw	24
64 50 8 374 959	Sealing ring	5
61 27 8 610 482	Seal of service cap for high-voltage battery	1
64 53 8 375 742	Sealing ring	1
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.

### **Recalled Part Retention**

**Recalled parts that are removed from BMW vehicles cannot be used for resale! The parts replaced to perform and submitted for the Recall repair procedure are the property of BMW NA.**

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

**The high-voltage (HV) battery module return process that is specific to this Recall is still being finalized, in the short-term and as required by local ordinances, please retain the replaced HV battery modules until the special return process becomes available.**

Please DO NOT return these recalled HV battery modules directly to the WPRC or through the Kinsbursky Brothers, Inc HV Battery return process.

## **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.

<b>Defect Code:</b> 0061660500	<b>I12 I15 Cells in the high-voltage batteries</b>
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 974	Perform vehicle test, do not exchange cell modules ( <b>No repair is necessary</b> )	3 FRU
Or:			
# 2	00 69 975	Checking the vehicle (vehicle test) and <b>removing and installing</b> the high-voltage battery	50 FRU
And:	00 69 976	<b>6-Module Configuration:</b> Job/repair work time (WT) for <b>replacing one or more modules</b> (top and/or bottom) in addition to 00 69 975 (Includes HV battery unit final test after HV battery module repair)	<b>WT: 16T/36B FRU</b> (First module, up to maximum of <b>50 FRU</b> for up to 6 modules ( <b>See below</b> ))

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
# 3	00 69 415	Perform vehicle test, do not exchange cell modules ( <b>No repair is necessary</b> )	5 FRU
Or:			
# 4	00 69 416	Checking the vehicle (vehicle test) and <b>removing and installing</b> the high-voltage battery	52 FRU
And:	00 69 976	<b>6-Module Configuration:</b> Job/repair work time (WT) for <b>replacing one or more modules</b> (top and/or bottom) in addition to 00 69 416 (Includes HV battery unit final test after HV battery module repair)	<b>WT: 16T or 36B FRU</b> (First module, up to maximum of <b>50 FRU</b> for up to 6 modules ( <b>See below</b> ))

Only one Main work flat rate labor operation code can be claimed per workshop visit.

**00 69 976 - Replacing Top (T) Modules Only:**

- **16 FRU** for the first top module replacement; and
- Plus **4 FRU** for each additional (**up to 2 / 3 total**) top module replacements (**up to a total of 24 FRU**).

Or:

**00 69 976 - Replacing (B) Bottom Modules in conjunction with the Top (T) Modules:**

- A. 36 FRU** for one bottom module only (Includes **removing and installing or replacing** the corresponding top module) (**replaces the top module 16 FRU allowance above**); and as applicable
- B. With **(A): 4 FRU** for each additional (**up to 2**) top module replacements **without** replacing the corresponding one additional bottom module (up to 3 to 4 modules total) (**up to a total of 44 FRU**); or
- C. With **(A): 7 FRU** for an additional (**up to 1**) bottom module replacement includes **removing and installing or replacing** the corresponding top module (2 to 4 modules total) (**up to a total of 43 FRU**);
- D. With **(C): 4 FRU** for an additional (**up to 1**) top module replacement **without** replacing the corresponding one additional bottom module (up to 4 to 5 modules total) (**up to a total of 44 FRU**); or
- E. FRU 50 FRU** for replacing **all the modules** (3 top and 3 bottom/6 modules total).

**Note:** Only claim labor operation 00 69 976 one-time for the applicable total FRU allowance.

### Claim Repair Comments

Only reference the SIB number, the work package (Pkg) number performed and when applicable (For WP #2 and # 4), the number of cell modules (top and/or bottom) that were replaced in the RO technician notes and the claim comments (For example: B61 21 20 WP 2 with 1 bottom module replaced), unless otherwise required by State law.

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)

<b>Sublet Code</b> <b>4</b>	Up to \$15.00	Reimbursement for the repair-related bulk material (Do not use the BMW part number for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part number) 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 issue and 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.

### 00 69 976 - Replacing Top (T) Modules Only:

**16 FRU** for the first top module replacement; and

- Plus **4 FRU** for each additional (**up to 2 / 3 total**) top module replacements (**up to a total of 24 FRU**).

Or:

- **00 69 976 - Replacing (B) Bottom Modules in conjunction with the Top (T) Modules:**

**A. 36 FRU** for one bottom module only (Includes **removing and installing or replacing** the corresponding top module) (**replaces the top module 16 FRU allowance above**); and as applicable

**B. With (A): 4 FRU** for each additional (**up to 2**) top module replacements **without** replacing the corresponding one additional bottom module (up to 3 to 4 modules total) (**up to a total of 44 FRU**); or

**C. With (A): 7 FRU** for an additional (**up to 1**) bottom module replacement includes **removing and installing or replacing** the corresponding top module (2 to 4 modules total) (**up to a total of 43 FRU**);

**D. With (C): 4 FRU** for an additional (**up to 1**) top module replacement **without** replacing the corresponding one additional bottom module (up to 4 to 5 modules total) (**up to a total of 44 FRU**); or

**E. FRU 50 FRU** for replacing **all the modules** (3 top and 3 bottom/6 modules total).

**Note:** Only claim labor operation 00 69 976 one-time for the applicable total FRU allowance.

**Note:** Only claim labor operation 00 69 976 one-time for the applicable total FRU allowance.

### Claim Repair Comments

### QUESTIONS REGARDING THIS BULLETIN

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf B612120 Recall Notice\\_BMWi.pdf](#)

[picture\\_as\\_pdf B612120\\_2020-BMW-MINI-MY2020-2021-PHEV-F60-Gxx-Ixx-HV-Battery-FAQ-\(Nov 5 2020\).pdf](#)

[picture\\_as\\_pdf B612120\\_PHEV High Voltage Battery Recall\\_Enhanced Rental Procedure.pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 20V-601: High-Voltage Battery – B61 21 20

BMW AG is conducting a Voluntary Safety Recall (effective September 24, 2020) on a small number of Model Year 2020 BMW i8 vehicles that were produced between March 2, 2020 and May 20, 2020.

**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.

**Safety Recall 20V- 601**  
**High-Voltage Battery**  
**Model Year 2020-2021**  
**PHEV [BMW 3 Series, 5 Series, 7 Series, i8, X3 SAV, X5 SAV / MINI Countryman]**  
**Issue Date: 09/24/2020**  
**Last Update: 09/24/2020**

- 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, 5 Series, 7 Series, i8, X3 SAV, X5 SAV, and MINI Countryman models in the US, produced between February and September 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, 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, do not plug in your vehicle for charging.**
- 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?**  
Letters will be mailed to owners in October via First Class mail advising them of this Safety Recall and, if the remedy is available, requesting them to schedule an appointment with an authorized BMW center. If the remedy is not available at that time, a follow-up letter will be sent when the remedy becomes available.
- Owners can locate their nearest authorized BMW center at [www.bmwusa.com/dealer](http://www.bmwusa.com/dealer). To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at [www.bmwusa.com/myBMW](http://www.bmwusa.com/myBMW). Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.
- Q8. How will my vehicle be repaired?**  
The remedy is current being developed.



## Attachment to B61 21 20 - BMW RECALL 20V-601: HIGH-VOLTAGE BATTERY (October 2020)

### PHEV High Voltage Battery Recall - Enhanced Car Rentals

**Note: Aftersales Area Manager (AAM) Field Authorization is required for these rental car reimbursement claim submissions and the claim comments must explain the situation and reference your center's AAM email, as noted below, and the date it was sent.**

Please use the following alternate transportation measures (ATM) for those customers with PHEV High Voltage Battery Recall affected vehicles that are out of service awaiting PHEV High Voltage-related repairs to be completed.

#### Procedure

- 1- For customer situations, please email Customer Relations (CR) at [CRNJ Recall 20V-601 Escalation@bmwna.com](mailto:CRNJ_Recall_20V-601_Escalation@bmwna.com)
- 2- In addition to customer notification letters mailing in October, the Customer Relations team will be calling all affected customers.
- 3- If a customer requests alternate transportation, CR will contact the corresponding center to help coordinate this with customer.
- 4- Please follow these instructions if CR contacts you:
- 5- If a repair order (RO) is not already available, create one.
- 6- Ensure there is a line item or create one that clearly explains the reason why your center is providing alternate transportation.
- 7- Send a High-Voltage Battery Recall Rental Car Request titled email to your AAM that includes a signed RO copy (center generated that is signed by the customer)
- 8- The AAM will review your center's email and approve your request accordingly.
- 9- When the rental car is approved by return AAM email (see next section below) and after the rental car is delivered to the customer, forward the:
  - AAM's car rental authorization email; and the
  - Customer signed copy of the RO that was sent to the AAM; and a
  - Copy of the rental agreement to the following BMW mailbox as attachments to [Recall.rentalrequest@bmwna.com](mailto:Recall.rentalrequest@bmwna.com) . Please include the vehicle's VIN (last seven) in the subject line of this email.
- 10- Unless otherwise required by state law for alternate transportation vehicles, if the customer is expected be in a rental car for longer than 30 days, the customer must return to center every 30 days to have rental car inspected and/or swapped out (if the rental car is required to be returned to the third-party rental car provider).

For these AAM approved car rentals, please provide the customer with a vehicle through one of our preferred third-party rental car providers (Enterprise, Hertz if available in your area).

BMW will reimburse the following:

<b>BMW Rental Vehicles</b>	<b>Up to \$64.00 a day</b>	<ul style="list-style-type: none"><li>• Market surcharge (if applicable); plus, the</li><li>• CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement signee accepts this optional coverage; plus</li><li>• Taxes</li></ul>
<b>Non-BMW Rental Vehicles</b>	<b>Up to \$44.00 a day</b>	

Invoice these allowable rental car expenses (Excluding fuel) as a separate line item on the repair order as outlined below.

## Attachment to B61 21 20 - BMW RECALL 20V-601: HIGH-VOLTAGE BATTERY (October 2020)

**Note:** Aftersales Area Manager (AAM) Field Authorization is required for the rental car reimbursement claim submission and the claim comments must explain the situation and reference your center's AAM email and the date it was sent.

### Rental Vehicle Invoice - Required Information for Claim Submission

In addition to the Field Authorization (FAS), to be reimbursed for the above, your center must itemize the rental car invoice in the claim comments, please ensure that you always include the following information:

Rental Vehicle Invoice - Line items	Required Information to provide
Brand of rental vehicle in use	BMW or Non-BMW Vehicle - Model description
Rental period	Total number of days
Market surcharge (If applicable)	Cost per day and the total amount
CDW* (Collision Damage Waiver)	Cost per day and the total amount
Taxes	Total amount

### Other Optional Protection/Insurance Coverage

BMW will only reimburse the cost of the applicable Collision Damage Waiver (CDW)\* protection that the rental vehicle agreement signee accepted.

\*Note: The Collision Damage Waiver (CDW), this may also be referred to as the Loss Damage Waiver (LDW) or the Physical Damage Waiver (PDW).

If your customer wants to obtain other optional protection or insurance coverage, for example:

- SLP/SLI/LIS (Supplemental Liability Protection or Insurance/Liability Insurance Supplement); and/or
- PAI (Personal Accident Insurance); and/or
- PEC (Personal Effects Coverage);

The cost of this optional coverage would be at the owner's/operator's expense.

### Important Note:

If the customer believes they have access to optional protection/insurance coverage that will apply to their loaner car or rental vehicle either through their credit card company and/or personal car insurance (including other drivers and/or total loss), please encourage them to verify if and what additional coverage is available to him or her.

**Attachment to B61 21 20 - BMW RECALL 20V-601: HIGH-VOLTAGE BATTERY (October 2020)**

**PHEV High-Voltage Battery Recall - ATM Claim Submission Information**

Reimbursement for this AAM authorized PHEV High-Voltage Battery Recall-related car rental expense is via DCSnet normal claim entry through the Field Authorization System (FAS), as a separate line item, utilizing the following information:

<b>Defect Code:</b>	<b>11009999RV</b>	<b>Rental Reimbursement - Safety-Recall Parts Supply/Repair Procedure Issues</b>
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And:

<b>Sublet Code</b> <b>3</b>	Sublet at cost	Reimbursement for qualifying alternate transportation as outlined in this procedure (PHEV High Voltage Battery Recall - Enhanced Car Rentals)
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**RO/Claim Comments**

See the Rental Vehicle Invoice - Required Information for Claim Submission section above.

**PHEV High-Voltage Battery -related car rental expense claims submissions received without AAM Field Authorization will not be accepted for payment.**

**Mid to Long-Term Car Rentals**

Due to the current remedy procedure, BMW NA anticipates that some customers may require alternate transportation for thirty (30) days or more. As a result, you may have to submit more than one claim for rental car reimbursements before the affected vehicle has been repaired and returned.

Unless otherwise required by state law for alternate transportation vehicles, for these cases, BMW NA requests that your center submit a claim for the rental car reimbursement at 30-day or monthly intervals (invoice after each 30 day or one month of rental car usage).

**Important Warning:** (1) Failure to properly follow this approval process will result in your center receiving a reduced or no reimbursement for these subsidized rental cars. (2) This program is separate from your normal loaner car program (AMP) and is specific to vehicles with the PHEV High-Voltage Battery Recall.