



SIB 61 23 20

2021-04-02

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

This Service Information Bulletin (Revision 8) replaces SI B61 23 20 **dated December 2020**.

### What's New:

- Parts
- Warranty

Note: Yellow highlighted text in Situation, Procedure, and Parts is for emphasis/importance.

## MODEL

E-Series	Model Description	Production Date
G01	X3 xDrive30e Sports Activity Vehicle (SAV)	February 22, 2020 – September 17, 2020
G05	X5 xDrive45e SAV	June 6, 2020 – September 16, 2020
G12	745e xDrive Sedan	March 5, 2020 – September 15, 2020
G20	330e Sedan	March 5, 2020 – September 15, 2020
G30	540e Sedan	March 4, 2020 – September 17, 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 certain Model Year 2020-2021 BMW Plug-In Hybrid-Electric (PHEV) vehicles that were produced between February 22, 2020 and September 17, 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.

## 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 of the customer service measure (in Procedure section) which must be carried out by the workshop appointment.

## PROCEDURE

**Important warning for working on the high-voltage systems on BMW Group vehicles:**

**Only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by**

**unqualified persons may result in severe injury or damage to the vehicle. Additional information is found in Repair Instruction 61 00... Observe safety instructions when handling electric vehicles.**

The customer is to be informed of the following:

We request you not to charge the vehicle via cable, or to operate it only under the conditions described below.

For BMW 3 Series, 5 Series, 7 Series, X3, X5:

Setting using the central display:

1. Settings
2. Drive mode
3. Battery control
4. Set or leave the battery charge on 30%.

**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.**

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

Carrying out a service measure:

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. For PHEV with SP41, SP45 or SP44 High-voltage battery unit: Cell modules (**ABL-DIT-AT6127\_SP0XZM available with ISTA version 4.26.38, released Nov. 20, 2020**).
4. The test plan will identify the affected modules one at a time. Therefore, it is imperative to select NEXT all the way to the end of the test plan to ensure that all affected modules which are needed to complete the repair are displayed.
5. 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".

6. If a cell module exchange is not instructed, the vehicle is OK. -> No further measures required.

**Note:**

Please verify that the replacement cell modules you receive are the ones you ordered and were boxed correctly. The part numbers received must cross-reference to the EPC part# POS (positive) or NEG, and install them in the correct position in the high-voltage battery as per the illustration below.

**Note:**

The replacement cell modules voltages need to be balanced prior to installation, as per the repair instructions (Preliminary work - Adjust charging voltages of the replacement module(s) to remaining modules). This operation is included in the allocated time below.

**Note:**

Please make sure to update your high-voltage equipment (EOS tester and Deutronics charger) to the latest software.

**Note:**

We will require the ISTA Operations Report from the test session (ISTA Protocol) to be attached to the Recall IDS ticket to verify the correct of modules are ordered.

**Note:**

The diagnosis of the cell modules is only available with the ISTA version 4.26.38.

**Note:**

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

**Note:**

The date in the serial number of the High-voltage module can be displayed in two different formats:



**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

**Parts for G05-**

Part Number for Technical Campaign	Description	Quantity
61 27 8 843 413	High-voltage battery module (34 AH NEG) only G05 (6 max)	As needed

61 27 8 843 414	High-voltage battery module (34 AH POS) only G05 ( <b>6 max</b> )	As needed
39 10 6 865 725	Multi-purpose bolt	8
61 25 8 488 573	Screw	5
07 14 7 446 989	Hexagon bolt with washer (M8x25)	1
07 14 3 428 484	Hexagon bolt with washer (M8x30)	4
33 32 6 775 040	Hexagon bolt with washer (M14x1.5x148)	2
31 10 6 861 942	Hexagon bolt with washer (M10x35)	4
33 12 7 607 158	Recessed nut repair kit (M39x1.5x20)	1
26 11 7 523 709	Hexagon bolt (M12x1.5x58-ZNS3)	3
51 61 9 908 657	Hexagon bolt (M10X25.10.9.ZNS)	6
18 32 5 A0A 109	V-clip (D = 80 mm)	1
18 30 9 909 376	Hexagon screw (M8X25)	1
07 11 9 904 024	Hexagon nut (M8-ZNS3)	2
18 30 7 525 607	Hexagon nut (M8) - rounds to 5 pcs	1
07 14 7 413 212	Combination hexagon bolt (M12x40x1.5 10.9)	6
61 27 8 606 057	ISA screw (M6 GFX85-10.9-S)	48
07 14 9 909 495	Screw (M6x30)	16
11 51 9 908 732	Torx screw (M6x30)	8
07 12 9 908 570	ISA screw (V-M6 GFX16)	8
61 27 7 934 438	Seal	1
61 27 7 934 439	Seal	1
61 27 7 934 440	Seal	1
61 27 7 934 441	Seal	1
07 11 9 902 806	Hexagon bolt	5
61 27 8 697 233	Screw	38
61 27 8 697 234	Screw	71
61 27 8 487 619	Gasket	2
64 53 9 284 018	Gasket ring (d= 11 mm)	18
64 53 9 284 850	Gasket ring (d= 15 mm)	2

Additionally, other small parts that are not specified above, such as one-time use screws, nuts, O-rings 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.

**Note:**

**Modules are designed as Positive and Negative modules (with different orientation and part numbers). When replacing modules, verify in EPC the correct part (POS/NEG) and reinstall according to their original position. See below.**

**SP44 HV Battery (G05) modules-**

**G05 modules (SP44 HV battery) are:**

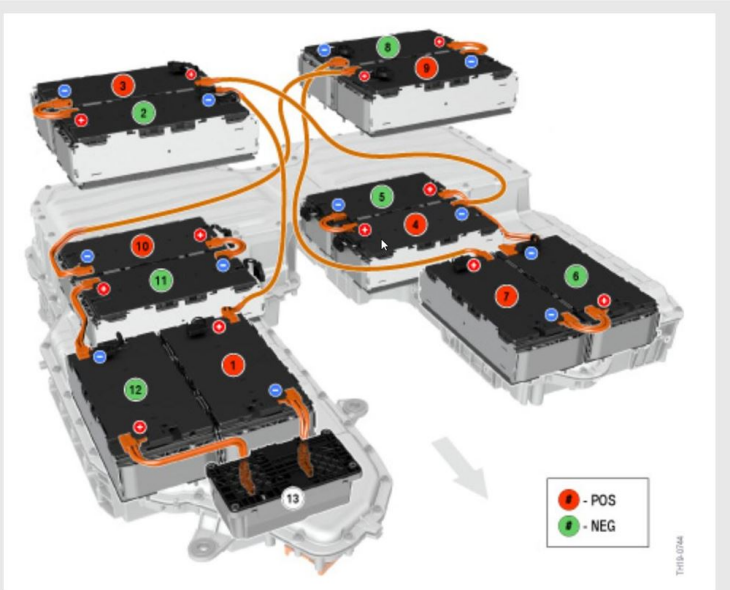
**NEG (01) or POS (02)**

Use EPC diagram to verify the correct module part number (01/02) for NEG or POS modules.

Use the illustration on the right to match the part# with the correct module installation location.

**For example:**

- Module 12 is **NEG (01)**
- Module 1 is **POS (02)**
- Module 11 is **NEG (01)**
- Module 10 is **POS (02)**
- Module 2 is **NEG (01)**
- Module 3 is **POS (02)**
- Module 8 is **NEG (01)**
- Module 9 in **POS (02)**
- Module 5 is **NEG (01)**
- Module 4 is **POS (02)**
- Module 6 is **NEG (01)**
- Module 7 in **POS (02)**



**SP41 HV Battery (G01/G20/G20/G12) modules-**

**G01/G20/G30/G12 LCI modules (SP41 battery) are:**

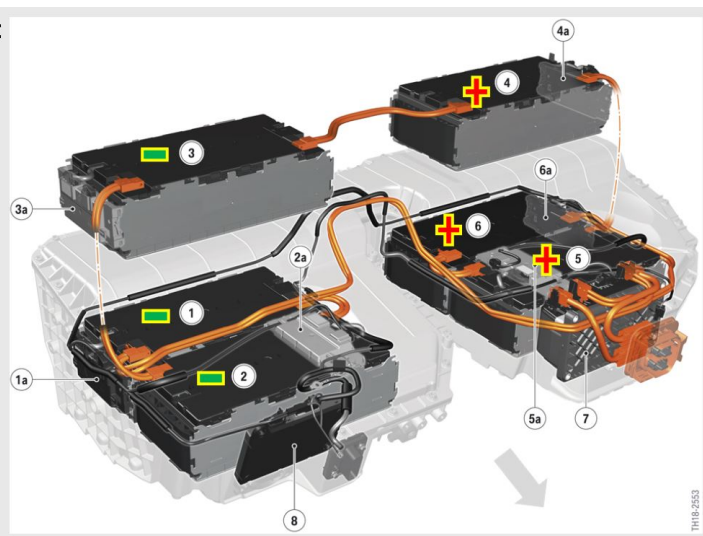
**NEG (01) or POS (02)**

Use EPC diagram to verify the correct module part number (01/02) for NEG or POS modules.

Use the illustration on the right to match the part# with the correct module installation location.

**For example:**

- Module 1 is **NEG (01)**
- Module 2 is **NEG (01)**
- Module 3 is **NEG (01)**
- Module 4 is **POS (02)**
- Module 5 is **POS (02)**
- Module 6 is **POS (02)**



**Parts for G01-**

Part Number for Technical Campaign	Description	Quantity
61 27 8 843 411	High-voltage battery module (34 AH NEG) <b>(3 max)</b>	As needed
61 27 8 843 412	High-voltage battery module (34 AH POS) <b>(3 max)</b>	As needed
07 11 9 908 596	M12x1.5x48) screw	4
61 27 8 606 057	ISA screw (M6 GFX85-10.9-S)	24
07 12 9 908 570	ISA screw (V-M6 GFX16)	8
61 27 8 677 638	Hexagon bolt with inside Torx (M6x25 mm)	49
61 27 8 620 917	Seal for high-voltage battery	1

07 14 7 413 212	Combination hexagon bolt (M12x40x1.5 10.9)	3
26 11 7 523 708	Hexagon bolt (M12x1.5x44-ZNS3)	3
61 25 8 632 010	Hexagon bolt (M10x38)	2
33 12 7 607 158	Recessed nut repair kit (M39x1.5x20)	1
18 30 8 631 986	V-clip (D = 80 mm)	1
07 11 9 906 089	Collar nut (M8-8-SC-ZNNIV )	3
61 27 8 487 619	Gasket	1
64 53 9 284 018	Gasket ring (d= 11 mm)	5
64 53 9 284 850	Gasket ring (d= 15 mm)	1

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.

#### Parts for G12, G30-

Part Number for Technical Campaign	Description	Quantity
61 27 8 843 411	High-voltage battery module (34 AH NEG) <b>(3 max)</b>	As needed
61 27 8 843 412	High-voltage battery module (34 AH POS) <b>(3 max)</b>	As needed
61 27 8 606 057	ISA screw (M6 GFX85-10.9-S)	24
26 11 7 527 475	Hexagon bolt	3
26 12 7 536 563	Hexagon bolt (M12x1.5x58-ZNS3)	3
18 30 8 631 986	V-clip (D = 80 mm)	1
07 11 9 904 024	Hexagon nut (M8-ZNS3)	4
18 30 9 909 376	Hexagon bolt	1
07 14 7 413 212	Combination hexagon bolt (M12x40x1.5 10.9)	6
07 12 9 908 570	ISA screw (V-M6 GFX16)	4
61 27 8 620 917	Seal for high-voltage battery	1
61 27 8 677 638	Hexagon bolt with inside Torx (M6x25 mm)	49
61 25 8 632 010	Hexagon bolt (M10x38)	2
61 27 8 487 619	Gasket	1
64 53 9 284 018	Gasket ring (d= 11 mm)	5
64 53 9 284 850	Gasket ring (d= 15 mm)	1

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.

### Parts for G20-

Part Number for Technical Campaign	Description	Quantity
61 27 8 843 411	High-voltage battery module (34 AH NEG) <b>(3 max)</b>	As needed
61 27 8 843 412	High-voltage battery module (34 AH POS) <b>(3 max)</b>	As needed
61 25 8 632 010	Hexagon screw (M10x38)	2
26 11 7 523 709	Hexagon bolt (M12x1.5x58-ZNS3)	3
26 12 7 536 563	Hexagon bolt (M12x1.5x58-ZNS3)	3
33 12 7 607 158	Recessed nut repair kit (M39x1.5x20)	1
18 30 8 631 986	V-clip (D = 80 mm)	1
07 11 9 904 024	Hexagon nut (M8-ZNS3)	1
18 30 7 525 607	Hexagon nut (M8) - rounds to 5 pcs	1
33 30 6 861 221	Torx screw (ISA M12x35-10.9)	6
61 27 8 606 057	ISA screw (M6 GFX85-10.9-S)	24
07 12 9 908 570	ISA screw (V-M6 GFX16)	8
61 27 8 620 917	Seal for high-voltage battery	1
61 27 8 677 638	Hexagon bolt with inside Torx (M6x25 mm)	49
61 27 8 487 619	Gasket	1
64 53 9 284 018	Gasket ring (d= 11 mm)	5
64 53 9 284 850	Gasket ring (d= 15 mm)	1

And, for all:

Part Number	Description	Quantity
83 19 2 468 442	BMW HT-12 Antifreeze Coolant	Sublet as needed
83 19 2 446 563	Refrigerant R1234yf	Qty if/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 recalled parts 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.

There is now updated training and process information bulletins available for returning these recalled HV battery cells, please refer to:

- **Aftersales Business Development (ABD) Bulletin #: B-2-0321-0301 - Required training information for returning defective high-voltage batteries.**
- **ABD Bulletin #: B-2-0321-0601 - HV BATTERY RECALL RETURN PROCESS**

For more information refer to CenterNet: "Menu>BMW>Aftersales>Business Development & Marketing Portal>Batteries>HV Training Module".

**Please DO NOT return these recalled HV battery modules directly to the WPRC.**

## **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>Plus work</b>	Vehicle is already in the workshop for another repair
<b>Main work</b>	The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit) or the inspection is done as a Mobile Service - Off Site Repair

### **Checking, No Cell Module Replacements Necessary (Recall Campaign is closed)**

<b>Defect Code:</b>	<b>0061710500</b>	<b>Fx Gx Replace PHEV high-voltage battery cell modules</b>	
:			
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
# 1	00 69 980	Perform vehicle test, do not exchange cell modules <b>(No repair in necessary)</b> (Plus work)	3 FRU
Or:			
# 2	00 69 419	Perform vehicle test, do not exchange cell modules <b>(No repair in necessary)</b> (Main work)	5 FRU

Or:

### **Checking, Future Cell Module Replacements Necessary (Recall Campaign remains open)**

<b>Defect Code:</b>	<b>6127900500</b>	<b>Fx Gx PHEV Check cell module high-voltage battery</b>	
:			
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
# 3	00 69 980	Perform vehicle test, <b>future cell module replacements necessary</b> (Plus work)	3 FRU
Or:			
# 4	00 69 419	Perform vehicle test, <b>future cell module replacements necessary</b> (Main work)	5 FRU

Or:



**Checking or Rechecking, Replacing Cell Module(s) as Instructed (Recall Campaign with repair is completed and closed)**

<b>Defect Code:</b>	<b>0061710500</b>	<b>Fx Gx Replace PHEV high-voltage battery cell modules</b>	
:			
<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
# 5	00 69 981	Check vehicle (Perform vehicle test) and <b>remove and install high-voltage battery</b> (includes extract, evacuate and fill air conditioning system) (Plus work)	Refer to AIR
Or:			
# 6	00 69 420	Check vehicle (Perform vehicle test) and <b>remove and install high-voltage battery</b> (includes extract, evacuate and fill air conditioning system) (Main work)	Refer to AIR

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

And, for the:

**G01, G12, G20 and G30 (With WP # 5 or #6)-**

<b>Labor Operation</b>	<b>Description (Additional job/work)</b>	<b>Labor Allowance</b>
00 69 983	Additional job/work to <b>remove and attach the lid</b> (includes High-voltage battery unit final test after repairing the high-voltage battery unit)	11 FRU
And:		
00 69 982	<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 69 981 or 00 64 420 and 00 69 983	<b>WT: (See below)</b>

**A. 00 69 982 – Top Rear Modules (up to 2)**

<b>Labor Description</b>	<b>Cell(s)</b>	<b>FRU</b>
Replacing a cell module (# 5 POS) (Front Left);	1	4
Or:		
Replacing a cell module (# 2 NEG) (Front Right)	1	6
Or:		
Replacing a cell module (Both) (Front Left and Right)	2	10 Total

Or/and (**plus B up to a total of 3 cells only**):

**B. 00 69 982 – Top Rear Modules (up to 2)**

<b>Labor Description</b>	<b>Cell(s)</b>	<b>FRU</b>
Replacing a cell module (# 4 POS) (Top Rear Left)	1	4
Or:		
Replacing a cell module (# 3 NEG) (Top Rear Right)	1	3
Or:		
Replacing a cell module (Both) (Top Rear Left and Right)	2	7 Total

Or:

**C. 00 69 982 – Front and Top Rear Modules (All 4, A - 10 FRU plus B - 7 FRU)**

Labor Description	Cell(s)	FRU
Replacing a cell module ( <b>All</b> ) ( <b>Front and Rear Top</b> )	4	17 Total

Or:

**D. 00 69 982 – Rear Bottom Modules (up to 2)  
Including the rear Top Modules as required (up to 2, for a total of 4)**

Labor Description	Cell(s)	FRU
Replacing a cell module (# 6 POS/ # 4 Pos) (Bottom/Top, Rear Left)	1 up to 2	12
Or:		
Replacing a cell module (# 1 NEG/ # 3 NEG) (Bottom/Top, Rear Right)	1 up to 2	12
Or:		
Replacing a cell module (Both) (Bottom/Top Rear, Left and Right)	2 up to 4	24 Total

Or:

**E. 00 69 982 – Front (All 2), Rear Bottom (All 2)/Top Modules (0 to 2) (A - 10 FRU plus D - 24 FRU)**

Labor Description	Cell(s)	FRU
Replacing a cell module ( <b>Front, Bottom/Top Rear</b> )	4 to 6	34 Total

**Note:** Only claim labor operation 00 69 982 one-time for the applicable total FRU allowance above that applies.

Or, for the:

**G05 (With WP # 5 or #6)-**

Labor Operation	Description (Additional job/work)	Labor Allowance
00 69 982	<b>12-Module Configuration:</b> Job/repair work time (WT) for <b>replacing one or more modules</b> (Front, top and/or bottom) (includes High-voltage battery unit final test after repairing the high-voltage battery unit) in addition to 00 69 981 or 00 64 420	<b>WT: (See below)</b>

**A. 00 69 982 – Front Modules (up to 4)**

Labor Description (#1 - #7 POS and #6 - #12 NEG)	Cell(s)	FRU	FRU Total
Replacing a cell module ( <b>Front – First Cell</b> )	1	24	24; plus
Replacing each additional cell module (Front)	2	4	28; plus
Replacing each additional cell module (Front)	3	4	32; plus
Replacing each additional cell module ( <b>Front - All</b> )	4	4	36

Or/and (**plus B up to a total of 7 Cells only**):

**B. 00 69 982 – Rear Top Modules (up to 4)**

Labor Description (#3 - # 9 POS and #2- #8 NEG)	Cell(s)	FRU	FRU Total
Replacing a cell module ( <b>Top – First Cell</b> )	1	14	14; plus
Replacing each additional cell module (Top)	2	6	20; plus
Replacing each additional cell module (Top)	3	6	26; plus
Replacing each additional cell module ( <b>Top - All</b> )	4	6	32

Or:

**C. 00 69 982 – Front and Rear Top Modules (All 8, A - 36 FRU plus B - 32 FRU)**

Labor Description (#1, #3, #7, #9 POS and #2, #6, #8, #2 NEG)	Cell(s)	FRU
Replacing a cell module ( <b>Front and Rear Top – All Cells</b> )	8	68 Total

Or/and (plus A up to a total of 11 Cells only):

**D. 00 69 982 – Rear Bottom Modules (up to 4); and as required Including (B) the Rear Top Modules (up to 4, 8 in total)**

Labor Description (#3, #4, #9, #10 POS and #2, #5, #8, #11 NEG)	Cell(s)	FRU	FRU Total
Replacing a cell module ( <b>Bottom/Top – First</b> )	1 up to 2	36	36; plus
Replacing each additional cell module (Bottom/Top)	2 up to 4	5	41; plus
Replacing each additional cell module (Bottom/Top)	3 up to 6	5	46; plus
Replacing each additional cell module ( <b>Bottom/Top</b> )	4 up to 8	5	51

**E. 00 69 982 – Front, Rear Bottom and Top Modules (up to a total of 11 Cells only)**

Labor Description (Front, Rear Bottom/Top)	Cell(s)	FRU	FRU Total
Replacing a cell module ( <b>Front - First</b> ); and	1	24	24 plus
Replacing a cell module ( <b>Rear Bottom/Top - First</b> )	1 up to 2	36	60
Labor Description (Front – Additional)	Cell(s)	FRU	Plus
Replacing each additional cell module (Front)	2	4	As applicable
Replacing each additional cell module (Front)	3	4	As applicable
Replacing each additional cell module ( <b>Front - All</b> )	4	4	As applicable
Labor Description (Rear Bottom/Top – Additional)	Cell(s)	FRU	Plus (And/or)
Replacing each additional cell module (Bottom/Top)	2 up to 4	5	As applicable
Replacing each additional cell module (Bottom/Top)	3 up to 6	5	As applicable
Replacing each additional cell module ( <b>Bottom/Top</b> )	4 up to 8	5	As applicable

3 Front and 4 Bottom/4 Top Cell Modules (11 Total) = 83 FRU

4 Front and 4 Bottom/3 Top Cell Modules (11 Total) = 82 FRU

4 Front and 3 Bottom/4 Top Cell Modules (11 Total) = 82 FRU

Or:

**F. 00 69 982 – Front (All 4), Rear Bottom (All 4)/Rear Top Modules (0 to 4) (A - 36 FRU plus D - 51 FRU)**

Labor Description	Cell(s)	FRU Total
Replacing cell modules ( <b>Front, Rear Bottom and Top Modules</b> )	8 to 12	87

**Note:** Only claim labor operation 00 69 982 one-time for the applicable total FRU allowance above that applies.

### Claim Repair Comments

Only reference the SIB number, the work package (Pkg) number performed and when applicable (For WP #5 or # 6), the number of cell modules (front, rear top and/or bottom) that were replaced in the RO technician notes and the claim comments (For example: B61 23 20 WP 6 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 diagnosis work time, job/repair work time (WT), RO/Claim 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 materials (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 quantities 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.

### Mobile Service - Off Site Repair (Checking only – Labor operation 00 69 419)

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Assistance Off-Site Repair which includes an additional labor allowance.

Qualifying BMW centers are those that currently own and operate a Mobile Assistance Program vehicle. Other centers that may qualify are those have officially registered their interest in conducting mobile service and mobile assistance work for the BMW Roadside Assistance Program.

This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

If you have not already registered, please send an email with contact information to [roadside.assistance@bmwna.com](mailto:roadside.assistance@bmwna.com).

### Labor Reimbursement (150 Percent)

When the Recall repair listed below is performed under this program, qualifying centers will be reimbursed for the applicable labor operation's specified flat rate unit allowance (FRU) at a rate of 150 percent.

### RO Invoicing for Claim Submission

Claim the **first 100 percent FRU labor allowance (Part 1)** as shown below.

RO Line Item for claiming Recall Campaign WP # 2

<b>Defect Code:</b>	<b>0061710500</b>	<b>Fx Gx Replace PHEV high-voltage battery cell modules</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 69 419	Perform vehicle test, do not exchange cell modules ( <b>No repair in necessary</b> ) (Main work)	5 FRU

Or, for:

RO Line Item for claiming Recall Campaign WP # 4

<b>Defect Code:</b>	<b>6127900500</b>	<b>Fx Gx PHEV Check cell module high-voltage battery</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 69 419	Perform vehicle test, <b>future cell module replacements necessary</b> (Main work)	5 FRU

Then, for the:

**Additional 50 percent FRU labor allowance (Part 2)**, open another line item as described below (In conjunction with the WP # above that applies)

<b>Defect Code:</b>	<b>11997700RA</b>	<b>Mobile Service Reimbursement for Cell Module Inspection</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
61 25 000	Additional labor allowance to perform off-site repair through Mobile Service (Checking/Inspection only)	3 FRU*

#### \*Labor Calculation

Special flat rate labor operation **00 69 419 (Main work)** to perform the cell module inspection on these vehicles has a stated allowance of 5 FRU, after applying the rate of 150 percent, the Recall repair labor will then be reimbursed for a total of 8 FRU (5 FRU times 1.5 = 7.5 FRU, rounded up to 8 FRU)

For **Part 2 at 50 percent**, claim the **additional 3 FRU** using the defect code and labor operation provided above.

#### Notes:

- Identify this line time as Additional labor for a Mobile Service off-site repair
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section
- Labor operation code 61 25 000 is not considered a Main labor operation

If for some reason special flat rate labor operation **00 69 980 (Plus code)** applies instead (other Main work performed), this repair will then be reimbursed for a total of 5 FRU (Rounded up from 4.5, **3 FRU plus 2 FRU**) as a Mobile Service off-site repair.

#### Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the on-call technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period of time (for example, on multiple calls), only one on/off punch time is required.

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.

## **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections.
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf B612320 Recall Notice\\_BMW.pdf](#)

[picture\\_as\\_pdf B612320\\_20V-601-FAQ-\(23Dec2020\).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 23 20

BMW AG is conducting a Voluntary Safety Recall (effective September 24, 2020) on certain Model Year 2020-2021 BMW Plug-In Hybrid-Electric (PHEV) vehicles that were produced between February 22, 2020 and September 17, 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: 12/23/2020**

- 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 battery modules will be checked and, if necessary, the affected module(s) will be replaced for free and take several hours.