



## SIB 61 14 12

2021-04-26

### Recall Campaign 12V-126: Check the Battery Cable Connection

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.

This Service Information Bulletin (Revision 1) replaces SI B61 14 12 **dated April 2012**.

#### What's New (Specific text highlighted):

- Mobile Service Friendly information
- Warranty Information

## MODEL

E-Series	Model Description	Production Date
E60	5 Series Sedan	From June, 2003 to July, 2010.
E61	5 Series Touring	
E63	6 Series Coupe	
E64	6 Series Convertible	

## AFFECTED VEHICLES

This Recall Campaign involves all E60, E61, E63 and E64 models produced from June 2003 to July 2010. In order to determine whether a specific vehicle has had this Recall Campaign completed or is affected by this Recall Campaign, first check the B-pillar label for code number **615**. If code number **615** has been punched out, the campaign has already been performed.

Affected vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the ISPA NEXT.

## SITUATION

The positive battery cable is routed from the battery in the trunk to the engine via a bolted connection in the trunk floor. The bolted connection is secured to the trunk floor by an insulated bulkhead connector.

In very rare cases, the connector may not be properly attached to the body. Over time, vibration, changes in temperature and environmental conditions may cause a loosening of the bolted connection. This may cause fluctuations in the vehicle electrical system; a no-start condition; and, in extreme cases, can lead to overheating of the bolted connection. This can result in a fire in the trunk which could lead to the vehicle itself.

## CORRECTION

Check the battery cable insulated bulkhead connector from inside the trunk and, if necessary, secure the connector properly in place. Grease the affected area and replace the battery cable cover in the trunk.

**Important Note:** In the unlikely event other damage (**for example: thermal damage to the trunk trim and damage or corrosion to the cable connection**) is found that is directly related to the condition described in this recall, the vehicle owner must not be billed for this additional work (parts and/or labor).

A TSARA case with photograph(s) must be submitted which details the additional issues found. The TSARA case response will advise you on what other corrective actions are required to be performed.

## PROCEDURE

1. Note any radio presets since they will be lost when the battery is disconnected.

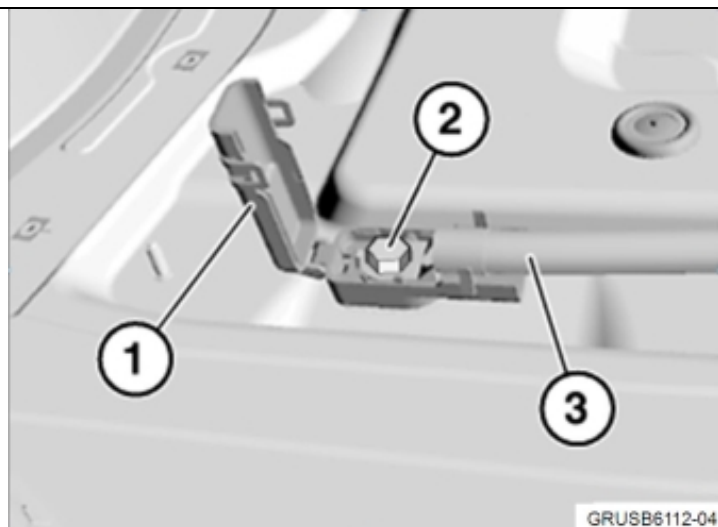
2. Disconnect the negative battery terminal at the battery as per ISTA Repair Instructions “61 20 900 Disconnecting and connecting battery negative lead”.

3. To gain access to the battery cable connection point, remove the trunk floor trim panel based on the vehicle model:

- E60, E63, E64: Refer to ISTA Repair Instructions “51 47 101 Removing and installing/replacing luggage compartment floor trim panel”.
- E61: Refer to ISTA Repair Instructions “51 47 ... Removing and installing/replacing luggage compartment floor storage tub”.



4. **E60, E63, and E64 only:** Prop up the trunk floor trim panel in order to gain access to the battery cable. For the E61, proceed to the next step.



5. Open the cover (1) of the battery cable (3) connecting screw lug and remove the securing bolt (2).

6. Check that both clip-retaining tabs are locked into the luggage compartment sheet metal. If not, proceed to the next step.

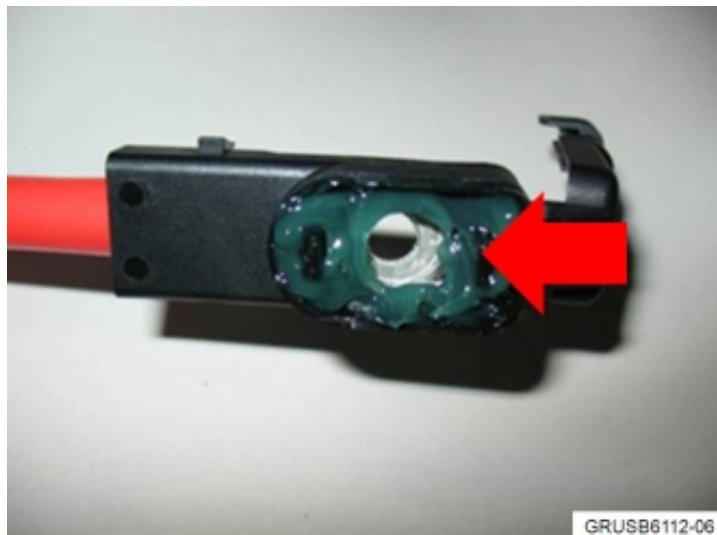


7. Screw the previously removed securing bolt into the lug and pull up, so that both retainers on the clip are locked into the sheet metal.

8. Coat the area around the lug covering the retaining clip with contact protection grease.

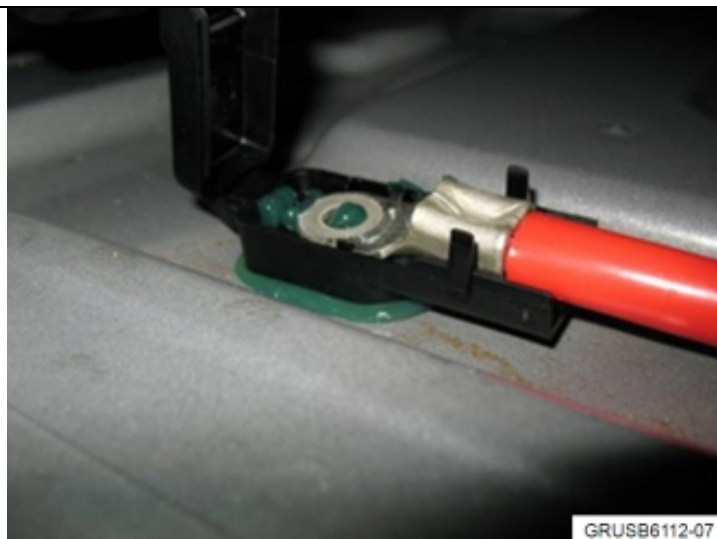
**Caution: Only use the grease listed in this Service Information.**

9. Ensure that the cable is clean before assembly. Install the new battery positive terminal cover (**the new cover is white in color**) and coat the bottom area, as shown, with contact protection grease.



GRUSB6112-06

**See Important Note above.**



GRUSB6112-07

**10.** Ensure that the lug is clean before assembly. Install the battery positive cable on the lug.

**11.** Install the securing bolt and torque to 15 Nm. Be careful not to dislodge the lug retaining clip tabs under the cable during assembly.

**12.** Install all the previously removed trunk floor trim panels.

**13.** Connect the negative battery terminal at the battery as per ISTA Repair Instructions "61 20 900 Disconnecting and connecting battery negative lead".

**14.** Reset the clock and restore the previously noted radio presets.

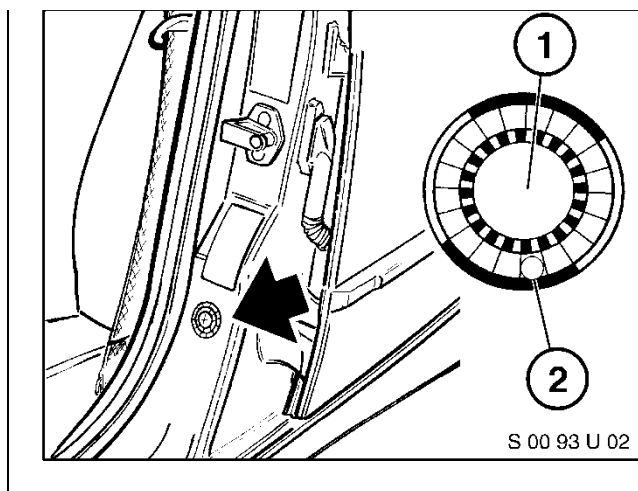
## **PARTS INFORMATION**

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
61 13 9 290 787	Battery positive terminal cover (White)	1
83 19 2 295 229	Contact protection grease KF1(50 grams)	*Sublet as required

**\*One tube of Contact Protection Grease KF1 can be used to repair seven (7) vehicles.**

## **Label Instructions**



This Recall Campaign has been assigned code number **615**. After the vehicle has been checked and/or corrected, obtain a label (SD 92-403) and:

- A. Emboss your BMW center warranty number in the middle of the label (1);
- B. Punch out code number **615** (2), printed on the label; and
- C. Affix the label to the **B**-pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one because a number from an underlying label could appear in the punched-out hole of the new label.

## WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the work package information below together with the part number and bulk material (in sublet) that is listed above:

<b>Defect Code:</b>	<b>0061560300</b>	<b>E60 E61 E63 E64 Check battery cable cover</b>	
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<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
# 1	00 60 132	Check the battery cable cover and, if necessary, refit correctly.	5 FRU

Labor operation code **00 60 132** is a Main labor operation, only one Main work flat rate labor operation code can be claimed per workshop visit.

## Claim Repair Comments

Unless additional related/in conjunction work was required (As noted below), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B61 14 12 WP 1), unless otherwise required by State law.

And, as needed:

## Sublet – Bulk Materials (RO and Claim Comments Required)

<b>Sublet Code 4</b>	Up to \$10.00	Reimbursement for the used quantity of Contact Protection Grease KF1 (Bulk container reference P/N 83 19 2 295 229, 50g tube. Do not use this part number for claim submission).
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Sublet calculation: Reimbursement for the used quantity (1/7<sup>th</sup> or 7.1 grams) of Contact Protection Grease KF1 (Bulk container reference P/N 83 19 2 295 229, 50g tube) at dealer net plus handling.

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

And, if applicable:



## Consequential Repairs

If the TSARA case response results with additional work and/or part replacements, claim these items under the Defect Code listed above together with the corresponding labor operations listed in AIR as applicable.

Please explain the reason for this consequential repair work (the why and the what) on the repair order and in the claim comments section.

## Mobile Service - Off Site Repair (Without additional vehicle repair required)

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

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

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

Performing eligible and covered repairs under this program are subject to the same policy and procedures that apply to performing covered repairs in your workshop.

## Labor Reimbursement (150 Percent)

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

## RO Invoicing for Claim Submission

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

For this Recall Campaign RO line item (WP # 1):

<b>Defect Code:</b>	<b>0061560300</b>	<b>E60 E61 E63 E64 Check battery cable cover</b>	
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<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
# 1	00 60 132	Check the battery cable cover and, if necessary, refit correctly.	5 FRU

And then for:

**Part 2:** Open another RO line item for the **additional 50 percent FRU labor allowance** (as described below and in conjunction with the WP # 1 above)

<b>Defect Code:</b>	<b>11997700RA</b>	<b>Mobile Service Reimbursement to Check battery cable cover</b>	
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<b>Labor Operation</b>	<b>Description</b>		<b>Labor Allowance</b>
61 99 000	Additional labor allowance to perform an off-site repair through Mobile Service (Inspection/repair)		3 FRU*

### \*Labor Calculation

After applying the 150 percent rate to the recall flat rate labor operation code **00 60 132**, which has a 5 FRU allowance, this off-site repair will then be reimbursed for a total of 8 FRU (5 FRU times 1.5 = 7.5 FRU, rounded up to 8 FRU).

### Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on when this Safety Recall Campaign was originally released, 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 B611412\\_Tread\\_Letter\\_BMW.pdf](#)

[picture\\_as\\_pdf B611412\\_12V-126\\_Customer\\_Letter.pdf](#)

[picture\\_as\\_pdf B611412\\_E6x\\_Battery\\_Cable\\_Connector\\_Q\\_and\\_A.pdf](#)

**Recall Campaign No. 12V-126: Battery Cable Insulated Bulkhead Connector**

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2004-10 5 Series and 6 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

**DESCRIPTION OF PROBLEM**

The issue involves a battery cable bolt connection in the trunk. Specifically, this bolt connection is secured to the trunk floor panel by an insulated bulkhead connector. The insulated bulkhead connector may have been incorrectly attached to the trunk floor panel. Over time, this can lead to a loosening of the bolt connection and cause an overheating condition.

Overheating could lead to smoldering of the floor mat. This could further lead to a fire in the vehicle trunk, and ultimately to the rest of the vehicle, even in a vehicle with the ignition in the off position.

**DESCRIPTION OF REPAIR**

The insulated bulkhead connector of the battery cable bolt connection will be inspected and secured as necessary. In addition, protective grease will be added to the area and a plastic cover will be replaced.

The actual repair will require approximately one hour; however, additional time may be required depending on the BMW center's scheduling and processing. This work will be performed free of charge by your authorized BMW center.

**Do not leave this problem unattended. Please take note of and observe the following precautions.**

**PRECAUTIONS FOR YOUR SAFETY**

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If you encounter a plastic burning smell or burning and/or smoke from the rear of the vehicle, your vehicle may be experiencing this condition. If driving, pull off the road to a safe location away from traffic, and switch off the engine. Do not open the trunk lid. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive your vehicle. Call 911 for emergency assistance. Also,**



**contact BMW Roadside Assistance at 1-800-332-4269 to have your vehicle brought to the nearest authorized BMW center.**

- 3. As a precaution, owners are advised to park outside until the Recall has been completed.**
- 4. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

#### **OTHER INFORMATION**

**Should you need BMW Roadside Assistance, they can be contacted at 1-800-332-4269.**

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed postage-paid card.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this Campaign, please contact your authorized BMW center.**

Again, we sincerely apologize for any inconvenience this may cause you.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-525-7417, or via email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com).

If the BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

BMW recommends that you always wear your safety belt and that all passengers are properly seated and restrained at all times.

BMW OF NORTH AMERICA, LLC

TREAD ACT CUSTOMER REIMBURSEMENT PLAN  
(BMW of North America, LLC)

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW center. Expenses from repair facilities outside of the BMW center network will be considered; however, the procedure must meet BMW standards.

Your authorized BMW center will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

We anticipate that your authorized BMW center will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW center be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

Customer Relations and Services Department  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227

Please note, if you choose to submit a request for reimbursement to the Customer Relations and Services department, your vehicle will still need to be inspected (if it is still in your possession) at an authorized BMW center before a claim can be submitted for consideration. This is to ensure that prior repairs associated with this recall completed at an outside facility meet BMW standards.

**12V-126**  
**2004-2010 BMW 5-Series, 6-Series**  
**Battery Cable Insulated Bulkhead Connector**  
**Q&A**

**Q1. Which models are affected by this recall?**

Affected are BMW 5-Series and 6-Series models as follows:

<u>Model Year / Model</u>	<u>Production Dates</u>
2004-10 / 5-Series Sedan	Jun. 1, 2003 – Dec. 31, 2009
2006-10 / 5-Series Sports Wagon	Mar. 1, 2005 – Mar. 31, 2010
2004-10 / 6-Series Coupe	Sep. 1, 2003 – Jul. 31, 2010
2004-10 / 6-Series Convertible	Dec. 1, 2003 – Jul. 31, 2010
2006-10 / M5 Sedan	Jul. 1, 2005 – Dec. 31, 2009
2007-10 / M6 Coupe	Feb. 1, 2006 – Jul. 31, 2010
2007-10 / M6 Convertible	Jul. 1, 2006 – Jul. 31, 2010

**Q2. Why are other models not affected?**

Other models have a different battery cable insulated bulkhead connector configuration and routing.

**Q3. How many models in the US are affected?**

The number of BMW vehicles in the US affected is approximately 367,000.

**Q4. What is the specific problem?**

The issue involves the bolt connecting the positive battery cables at the insulated bulkhead connector in the vehicle's trunk. The positive battery cable routed from the battery in the trunk to the engine compartment consists of one cable in the trunk, and a separate cable at the vehicle's underbody. These two cables are connected via a bolt connection in the vehicle's trunk. This bolt connection is secured to the trunk floor panel by an insulated bulkhead connector.

In rare cases, the insulated bulkhead connector may have been incorrectly attached to the trunk floor panel. Over time, this can lead to a loosening of the bolt connection.

**Q5. What can happen?**

If the bolt connection became loose, then an increase in electrical resistance at this cable connection could occur. In isolated instances, this could cause the cable connection to overheat. In addition, an incorrectly attached insulated bulkhead connector could allow humidity to accumulate at this location causing current leakage increasing also the possibility of an overheat condition.

In an extreme case, overheating could lead to smoldering of the floor mat that could lead to a fire in the vehicle trunk area, and ultimately a vehicle fire even in a vehicle with the ignition in the off position

**Q6. Can the driver become aware of the problem?**

It may be possible to be aware of this condition if a plastic burning smell is noticed.

**Q6a. What should I do if I notice this condition in my vehicle?**

**12V-126**  
**2004-2010 BMW 5-Series, 6-Series**  
**Battery Cable Insulated Bulkhead Connector**  
**Q&A**

If driving, pull off the road to a safe location away from traffic, and switch off the engine. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

If you notice a plastic burning smell, or burning and/or smoke, immediately exit the vehicle and call 911.

Otherwise, contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

**Q7. What corrective measures will be taken?**

The insulated bulkhead connector of the battery cable bolt connection will be inspected and secured as necessary. In addition, protective grease will be added to the area and the battery cable plastic cover will be replaced with a new version.

**Q8. How did BMW become aware of the problem?**

BMW became aware of the problem through its quality control procedures.

**Q9. Is BMW aware of any accidents or injuries associated with the recall?**

No.

**Q9a. Is BMW aware of any fires associated with this recall?**

We are aware of a limited number of instances in which there was smoldering of the battery cable and localized heat/fire-related damage in the vehicle trunk.

**Q10. Can customers continue to drive their cars?**

Yes, but we recommend that owners of affected vehicles, who receive a letter asking them to have this service performed by their authorized BMW center, do so as soon as possible.

Should you need BMW Roadside Assistance, they can be reached at 1-800-332-4269.

We recommend that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

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

Please be aware of the following:

Should this condition occur, pull off the road to a safe location away from traffic, and switch off the engine. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

If you notice a plastic burning smell, or burning and/or smoke, immediately exit the vehicle and call 911.

Otherwise, contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

**12V-126**  
**2004-2010 BMW 5-Series, 6-Series**  
**Battery Cable Insulated Bulkhead Connector**  
**Q&A**

**10a. Is it safe to park the car inside before the inspection is performed?**

The risk of fire is extremely low, however, as a precaution owners are advised to park outside until the recall has been completed.

**Q11. How will customers be informed of the recall?**

Owners of affected vehicles will receive a letter via First Class mail asking them to schedule an appointment with their authorized BMW center.

**Q12. How will the recall be performed?**

Affected customers who make an appointment will have the insulated bulkhead connector of the battery cable bolt connection inspected and secured as necessary. In addition, protective grease will be added to the area and the battery cable plastic cover will be replaced with a new version.

**Q13. How long will the repair take?**

This repair should take approximately 1 hour; however, additional time may be required depending upon the BMW center's scheduling and processing. The repair will be performed free of charge by your authorized BMW center.

**Q14. How many models have experienced this problem?**

The exact number is unknown at this time.

**Q15. When will I receive my owner notification letter?**

Letters are planned to be mailed starting in April and ending in May.

**Q16. Do I have to wait for my recall letter in order to have my recall performed?**

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts are at the dealers.

**Q17. How can I contact BMW if I have any questions about my car?**

Customers with questions should contact BMW Customer Relations at 1-800-525-7417 or [customerrelations@bmwusa.com](mailto:customerrelations@bmwusa.com).

**Q18. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?**

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.