

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: 20V-601 High-Voltage Battery Customer Notification
Date: Thursday, October 8, 2020 12:41:15 PM

Publish Date: October 08, 2020
From: Technical Service
Expiration Date: October 22, 2020

DCSnet Message
Urgent



Subject: 20V-601 High-Voltage Battery – Customer Notification

We would like to provide you an update on the high-voltage battery recall that affects 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. The remedy is still under discussion and we will update you as soon as we have more information.

We will be mailing customer notification letters this month and the Customer Relations team will also be calling all affected customers starting today, October 8th. If a customer requests alternate transportation, CR will contact the Dealer to coordinate with customer. Please see bulletin (posted in TIS) for more instructions.

- B61 20 20 – BMW
- B61 21 20 – BMW i
- M61 06 20 - MINI

If you have a customer situation, email Customer Relations at CRNJ_Recall_20V-601_Escalation@bmwna.com.

Please review the updated Q&A which has been attached for your convenience.

Sincerely,
Technical Service

Attachments: [2020-BMW-MINI-MY2020-2021-PHEV-F60-Gxx-lxx-HV-Battery-FAQ-\(5Oct2020\)\[8214cb0c\].pdf](#) [2020-BMW-MINI-MY2020-2021-PHEV-F60-Gxx-lxx-HV-Battery-FAQ-\(5Oct2020\)\[8214cb0c\].pdf](#)

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



SIM 61 06 20

2020-10-08

RECALL 20V-601: HIGH-VOLTAGE BATTERY

This Service Information Bulletin (Revision 1) replaces SI M61 06 20 dated **September 2020**.

What's New (Specific text highlighted):

- Recall number has been updated
- Added Affected Customers section
- Q&A has been updated

MODEL

E-Series	Model Description	Production Date
F60	MINI Countryman – PHEV Only	March 12, 2020 – August 19, 2020

AFFECTED VEHICLES

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), 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 2020-2021 MINI Countryman (PHEV) vehicles that were produced between March 12, 2020 and August 19, 2020. While it is similar to another recall we recently announced involving the high-voltage battery, they will be separate recalls.

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.

The remedy is currently under discussion. The bulletin will be updated when additional information becomes available.

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 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. Please include the vehicle's VIN (last seven) in the subject line of this email.

Supporting Materials

[picture_as_pdf M610620_2020-BMW-MINI-MY2020-2021-PHEV-F60-Gxx-lxx-HV-Battery-FAQ-\(5Oct2020\).pdf](#)

[picture_as_pdf M610620 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-601: High-Voltage Battery – M61 06 20

BMW AG is conducting a Voluntary Safety Recall (effective September 24, 2020) on a small number of Model Year 2020-2021 MINI Countryman (PHEV) vehicles that were produced between March 12, 2020 and August 19, 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: 10/5/2020

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. Charging the battery 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. How did BMW Group become aware of the issue?

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

Q5. Can I continue to drive my vehicle?

Yes. However, please DRIVE IN STANDARD MODE ONLY. **DO NOT USE SPORT MODE OR THE SHIFT PADDLES (if equipped) AS THIS WILL CHARGE THE BATTERY.**

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

However, if the issue occurs while driving, **which may manifest itself with a displayed Check Control message for HV Battery/Drivetrain malfunction and a vehicle in a failsafe mode**, carefully move away from traffic as soon as possible, pull over to a safe location, and shut off the power. **Do not continue to drive the vehicle.** All occupants should exit the vehicle and move to a safe location.

Dial 911 in the event of an emergency. If it is not an emergency, contact BMW Roadside Assistance at 1-800-332-4269 or MINI Roadside Assistance at 1-866-646-4772 to have your vehicle brought to the nearest BMW center or MINI dealer.

Q6. Can I charge my vehicle?

No, DO NOT PLUG IN OR CHARGE YOUR VEHICLE.

Q7. How can I check my battery state of charge?

The state of charge of the high-voltage battery corresponds to the displayed range in electric mode. If an electric range is near zero, the high-voltage battery is nearly discharged.

Q8. Is it recommended that I drain the high-voltage battery? If so, how do I do that?

Yes. It is recommended to drain the high-voltage battery. Specific instructions are below for models affected by 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: 10/5/2020**

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

- Using iDrive, go to Settings > Driving mode > Battery Control > Set or leave the charging state at 30%.

For MINI Countryman:

- Press the eDrive switch > Select MAX eDRIVE or AUTO eDRIVE > Confirmation will show in the Central Display.

For BMW i8:

- Using iDrive, go to My vehicle > Vehicle Settings > AUTO eDRIVE > Disable Keep charging state
- or-
- Press the eDrive switch. If the LED lights up -> MAX eDrive is active. If the LED does not light up -> Auto eDrive active. Either one is fine.

Q9. Should I park my vehicle outside?

The possibility of a thermal event is extremely rare. Once the battery has been drained, the possibility decreases even further.

Q10. 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 the availability of the remedy with applicable instructions.

To ensure BMW and MINI have the most up-to-date contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW or <https://ol.miniusa.com/>. Registration is free and will give them access to other information specific for their BMW or MINI.

Q11. How and when will my vehicle be repaired?

The remedy is current being developed. Owners will be notified again as soon as the remedy is available.