



SIB 61 21 20

2020-10-16

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

This Service Information Bulletin (Revision 2) replaces SI B61 21 20 **dated October 2020**.

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

- Warranty Section

## MODEL

E-Series	Model Description	Production Date
I12	i8 Coupe	March 13, 2020 – March 18, 2020
I15	i8 Roadster	May 20, 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 BMW i8 vehicles that were produced between March 13, 2020 and May 20, 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](mailto: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](mailto:Recall.rentalrequest@bmwna.com). Please include the vehicle's VIN (last seven) in the subject line of this email.

[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.

## **WARRANTY INFORMATION**

The following Recall Defect Code is currently for reference only.

The Recall remedy repair procedure is currently still under discussion, the Warranty Information section for claim submissions will be updated when the Recall repair procedure becomes available.

<b>Defect Code:</b>	<b>0061660500</b>	<b>I12 I15 Cells in the high-voltage batteries</b>
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### **Alternate Transportation Measures (ATM)**

Please see the attachment for the PHEV High Voltage Battery Recall\_Enhanced Rental Procedure (AMM prior authorized) for the corresponding process and claim submission information.

## **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

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

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

[picture\\_as\\_pdf B612120\\_2020-BMW-MINI-MY2020-2021-PHEV-F60-Gxx-Ixx-HV-Battery-FAQ-\(13Oct2020\).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 13, 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.

## 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.

**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: 10/13/2020**

**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 HYBRID 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: 10/13/2020**

**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](http://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.