U.S. Department of Transportation

**National Highway Traffic Safety Administration**

# Part 573 Safety Recall Report 25V395

**Manufacturer Name:** BMW of North America, LLC
**Submission Date:** Jun 13, 2025
**NHTSA Recall No.:** 25V395
**Manufacturer Recall No.:**

## Manufacturer Information

**Manufacturer Name:** BMW of North America, LLC
**Address:** P.O. Box 1227
Westwood NJ, 07675-1227

## Population

**Total number of potentially involved:** 70,852
**Estimated percentage with defect:** 0.1%

## Vehicle Information

**Vehicle 1:** 2022-2025 BMW i4
**Product Category:** Light Vehicles
**Product Type:**
**Fuel / Propulsion:** Electric Battery Power
**Production Dates:** Mar 17, 2021 - Jan 18, 2024
**Number of potentially involved:** 35,414
**Descriptive Information:**

**Approximately 35,414 vehicles have been manufactured with electric drive motor software that may erroneously cause a shutdown of the high-voltage system.**

**Basis for recall population determination: Vehicle assembly information and supplier production records were used to determine the specific dates of potentially affected vehicles.**

**Recall component difference to non-recall component: The electric drive motor software may erroneously cause a shutdown of the high-voltage system.**

**Vehicle 2:** 2022-2024 BMW IX
**Product Category:** Light Vehicles
**Product Type:** Multipurpose Passenger Vehicle
**Fuel / Propulsion:** Electric Battery Power
**Production Dates:** Feb 04, 2021 - Jan 16, 2024
**Number of potentially involved:** 25,280

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**Descriptive Information:**

Approximately 25,280 vehicles have been manufactured with electric drive motor software that may erroneously cause a shutdown of the high-voltage system.

Basis for recall population determination: Vehicle assembly information and supplier production records were used to determine the specific dates of potentially affected vehicles.

Recall component difference to non-recall component: The electric drive motor software may erroneously cause a shutdown of the high-voltage system.

**Vehicle 3:** 2023-2024 BMW I7

**Product Category:** Light Vehicles

**Product Type:** Passenger Car

**Fuel / Propulsion:** Electric Battery Power

**Production Dates:** Feb 16, 2022 - Jan 18, 2024

**Number of potentially involved:** 5,484

**Descriptive Information:**

Approximately 5,484 vehicles have been manufactured with electric drive motor software that may erroneously cause a shutdown of the high-voltage system.

Basis for recall population determination: Vehicle assembly information and supplier production records were used to determine the specific dates of potentially affected vehicles.

Recall component difference to non-recall component: The electric drive motor software may erroneously cause a shutdown of the high-voltage system.

**Vehicle 4:** 2024-2024 BMW I5

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:** Electric Battery Power

**Production Dates:** Feb 23, 2023 - Dec 14, 2023

**Number of potentially involved:** 4,674

**Descriptive Information:**

Approximately 4,674 vehicles have been manufactured with electric drive motor software that may erroneously cause a shutdown of the high-voltage system.

Basis for recall population determination: Vehicle assembly information and supplier production records were used to determine the specific dates of potentially affected vehicles.

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**Recall component difference to non-recall component: The electric drive motor software may erroneously cause a shutdown of the high-voltage system.**

## Defect / Noncompliance Description

**Description of the defect or noncompliance:**

This safety recall involves electric drive motor software which may erroneously shutdown the high-voltage system. In certain vehicle production configurations, the software may erroneously detect a double-isolation condition. As a fail-safe measure, this will cause a shutdown of the high-voltage system approximately 15-20 seconds after a warning message is displayed. Power assisted steering and braking are not affected.

**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

If this occurs while driving, then a loss of propulsion could increase the risk of a crash. Power assisted steering and braking are not affected and, therefore, are available to help maintain vehicle handling and control.

**Description of the cause:**

**Identification of any warning that can occur:**

A red warning message and a red warning symbol will be illuminated.

## Component Manufacturer

**Tier of Supplier:**

**Supplier Type:**

**Name:** BMW AG

**Address:**

**Country:**

## Involved Components

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**Component Name 1:** Electric Drive Motor Software

**Component Description:** Electric Drive Motor Software

**Component Part Number:** Software - N/A

## Chronology

Between 2021 and 2022, warranty claims were received that could be associated with the electric drive motor. Extensive analyses were conducted which included the electric drive motor, high-voltage battery, electronic control units, and the vehicle charging system. Relevant suppliers were contacted and provided technical support. Some of the analyses suggested that during supplier production of the electric drive motor, debris could have entered the unit and, in rare cases, affect motor function and vehicle performance. At that time, due to the very low number of claims, and complexity of the issue involving vehicle systems, it was not possible to associate each specific claim with the supplier production issue.

In 2023 and 2024, the analyses continued which included a focused assessment of vehicle performance, including the possibility of a loss of propulsion due to detection of a double-isolation condition. The analyses suggested that vehicle software could not determine, whether a detected double-isolation condition was, in fact, a true double-isolation condition, which warranted a high-voltage system shutdown or, was, in fact, only a single-isolation condition. In such cases, and as a fail-safe measure, the high-voltage system was shutdown in order to prevent any possibility of electric shock and/or thermal risk.

The analysis continued, and software development efforts were initiated to resolve this specific issue. The field continued to be monitored, which included additional warranty claims pertaining to electric drive motor issues. Field monitoring indicated that the rate of occurrence remained very low (less than 1%).

In May 2025, discussions occurred between BMW AG and the Korean Ministry of Land, Infrastructure, and Transport (MoLIT). Although BMW was planning to implement a Service Action, the MoLIT was also reviewing the appropriateness of such an action.

Vehicle assembly information and supplier production records were reviewed to determine the number and production dates of potentially affected vehicles.

On June 6, 2025, BMW decided to conduct a voluntary safety recall.

Although it is not possible to definitively determine, BMW believes that approximately 43 warranty claims relate to detection of this double-isolation condition which result in a shutdown of the high-voltage system with a loss of propulsion at speeds greater than approximately 20mph.

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**BMW has not received any reports, nor is BMW otherwise aware, of any accidents or injuries related to this issue.**

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Software OTA

**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

**Description of remedy program:**

The electric drive motor software will be updated, which will be available at dealers and also via an over-the-air process.

Owners will be notified by First Class mail and instructed to take their vehicle to an authorized BMW dealer to have the remedy performed for free. Owners will also have the option to remedy their vehicle via an over-the-air process.

**How remedy component differs from recalled component:**

Recalled Component: Electric Drive Motor Software; p/n – N/A (software)

**Identify how/when recall condition was corrected in production:**

## Reimbursement Plan

**Description of reimbursement program:**
If this condition were noticed on a potentially affected vehicle prior to this recall, the remedy would be covered by the BMW New Vehicle Limited Warranty program. Therefore, reimbursement for a pre-notification remedy re Part 573.13 and Part 577.11 is not necessary.

**Period of reimbursement:**

**Costs to be reimbursed:**

**Address for reimbursement claims:**

## Recall Schedule

**Description of recall schedule:**

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Dealer notification is planned to begin and end on June 13, 2025.
Owner notification is planned to begin and end on August 5, 2025.

**Planned Dealer Notification Date:** Jun 13, 2025 - Jun 13, 2025 ☐ No Dealers

**Planned Interim Owner Notification Date:** ☐ No Owners

**Planned Remedy Owner Notification Date:** Aug 05, 2025 - Aug 05, 2025 ☐ Phased Recall

**Date when VIN will be searchable:** Aug 05, 2025