



“REPLACE BATTERY” MESSAGE DISPLAYED

MODEL

G12 (7 Series)	G30 (5 Series Sedan)		
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Vehicles produced from July 1, 2016

SITUATION

In-stock, new vehicle instrument cluster displays the red CCM “Replace Battery”.

CAUSE

- Improper handling of the vehicle/storage maintenance of the battery charge.
- Defective battery



Note: The red CCM comes on when the state of charge of the battery drops to 30%. At this point the

battery is heavily discharged and needs to be replaced.

CORRECTION

Replace the battery.

PROCEDURE

For conditions that are similar to the situation described:

1. Run the ISTA test module energy diagnosis.

Does ISTA suggest battery replacement?

YES- replace battery. Go to step 2.

NO – continue with ISTA diagnosis.

2. Verify when the CC Message was first displayed.

Was the CC Message displayed at hand-over from the trucking company (while in transport mode)?

YES- Follow Case A for invoicing battery.

NO (after transport mode deactivated) – Go to Step 3.

3. Review the processing history of the vehicle.

Was the vehicle:

A. Charged according to the mandatory charging intervals?

AND

B. Not used excessively while at a standstill without a connected charger (showroom mode)?

YES- Follow Case B for Warranty processing.

NO – The battery MAY NOT be invoiced for warranty reimbursement.

Refer to the attachment for more information.

WARRANTY INFORMATION

Situation A (Yes):

- Using Transport Quality Control (TQC) on the B2B Portal, report costs for battery exchange within 24 hours.
- This repair is NOT covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Situation B (Yes):

- Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Situation B (No):

- NOT a warranty matter.

This service information bulletin provides technical, diagnostic and/or repair-related information.

Eligible and Covered Work/Repairs

The procedure and repair outlined in this bulletin for “Situation B (Yes)” is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks for defect in material or workmanship.

To submit a claim, please following the established and applicable warranty policy and procedures together with the using corresponding defect code and labor operations provided in the KSD2.

ATTACHMENTS

View PDF attachment [B612717 Attachment](#).

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