



REPLACE BATTERY CHECK CONTROL MESSAGE DISPLAYED

New information provided by this revision is preceded by this symbol .



This Service Information Bulletin supersedes SI B61 27 17 dated **October 2017**.

Whats new:

- Models updated with F39 (X2) and F60 (M5 Sedan)



MODEL

F22 (2 Series Coupe) from March 2017	F23 (2 Series Convertible) from March 2017	F30 (3 Series Sedan) from March 2017	F31 (3 Series Sports Wagon) from March 2017
F32 (4 Series Coupe) from March 2017	F33 (4 Series Convertible) from March 2017	F34 (3 Series Gran Turismo) from March 2017	F36 (4 Series Gran Coupe) from March 2017
F48 (X1) from March 2017	F80 (M3 Sedan) from March 2017	F82 (M4 Coupe) from March 2017	F83 (M4 Convertible) from March 2017
 F90 (M5 Sedan) from November 2017	 F39 (X2) from November 2017	G12 (7 Series) from July 2016	G30 (5 Series Sedan) from July 2016
G01 (X3)	G32 (6 Series Gran Turismo)		

SITUATION

In-stock, new vehicle instrument cluster displays the red CCM "Replace Battery" (ID # 460).

Note that the red CCM can be displayed with up to 200 KM (124 miles) on the odometer.

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.

Posted: Thursday, February 8, 2018

ATTACHMENTS

View PDF attachment [B612717 Attachment](#).

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**“HOW CAN I AVOID A RED BATTERY
CC MESSAGE IN A SHOWROOM VEHICLE?”**

How to prevent battery damage in showroom vehicles



Showroom Mode activated via ISTA

Charger connected permanently Refer to SI B04 23 10

Charger DBL500

Charger with minimum 70 A
(e.g. DBL1600, MultiCharger 1500)

In
G12 (7 Series) and G30 (5 Series) (produced 07/16-07/17)
the Head-Up Display Simulation is activated with a process
which can lead to battery damage.



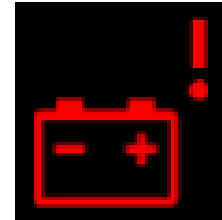
The function HUD Simulation **must not be activated**
for these vehicles.

Caution: The function Head-Up Display Simulation is **incorrectly**
called Showroom Mode in the vehicle instrument cluster.
The Showroom Mode can only be activated via ISTA.

“WHAT DO I DO IN CASE OF A RED BATTERY CC MESSAGE IN A NEW VEHICLE?”

Recently, there have been more and more cases where vehicles show a red Check-Control message **before** delivery to the customer. The message indicates a necessary **battery replacement**, which has to be done before the vehicle can be handed over to the customer.

This is because our new models now also display the “battery replacement” message when **transport mode is deactivated**. Until now, this red CC message was only displayed while in transport mode.



New function



The red battery CC message can occur in two different cases and has to be handled and accounted for differently.

What to do in case of a red CCM



1

The red CC message is **already displayed** when the vehicle is taken over from the transport company.

1. Perform ISTA test module “Energy diagnosis”.
2. If result is “Replace battery”: Replace battery.
3. Report battery replacement costs **within 24 hours**. To do this, use Transport Quality Control (TQC) in the B2B portal. If TQC is not available in your market use the “Damage report” form.

Do not claim under warranty!



2

The red CC message occurs **after takeover** from transport company has been completed.

1. Perform ISTA test module “Energy diagnosis”.
2. If result is “Replace battery”: Replace battery.
3. Only if
 - the **mandatory re-charging intervals** were followed correctly and
 - the vehicle was not used excessively when stationary and without an external charger
 costs can be claimed under warranty stage 1.

All current and future models with development code “G” are and will be able to display the red battery CC message. Rollout has already started with the 7-series (G12) and is continuing with the new 5-series (G3x).

Next models affected