



SIB 61 18 20

2020-09-17


## BMW TURBOCORD PORTABLE EV 120 V/240 V CHARGER

**MODEL**

E-Series	Model Description	Affected Option Code
F15	X5 xDrive40e Sports Activity Vehicle	0ZS8
F30	330e Sedan	0ZS8
G12	740e Sedan, 745e xDrive Sedan	0ZS8
G30	530e Sedan, 530e xDrive Sedan	0ZS8
I01	i3 BEV, i3 REX	0ZS8
I12	i8 Coupe	0ZS8
I15	i8 Roadster	0ZS8

**SITUATION**

The BMW-approved accessory TurboCord electric vehicle (EV) charger will not charge the vehicle.

	<p><b>Accessory offering (shown):</b></p> <p>TurboCord Charger (complete)</p> <ul style="list-style-type: none"> <li>• P/N 61 44 2 448 670</li> </ul> <p><b>Specifications:</b></p> <p>Dual voltage mode electric vehicle charging device</p> <ul style="list-style-type: none"> <li>• 12 A @ 120 Volts</li> <li>• 16 A @ 240 Volts</li> </ul>
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In the event of a malfunction with the TurboCord charger, either one or both charging modes (240 V/120 V) may fail to operate:

1. If the 240 V fast charging mode is not operating but the charger still works on 120 V charging mode; the 240 V Plug Adapter is most likely defective, refer to the testing procedure below.
2. If neither the 120 V charging mode nor the 240 V fast charging mode are working (not charging the vehicle) **and the power supply to the device is adequate**, this indicates most likely a defective TurboCord charger. Refer to the testing procedure below.

**Note:** For further assistance or questions regarding the TurboCord diagnosis or SI B61 18 20 please submit an accessories TSARA case.

**CORRECTION**

Follow the instructions in the PROCEDURE section.

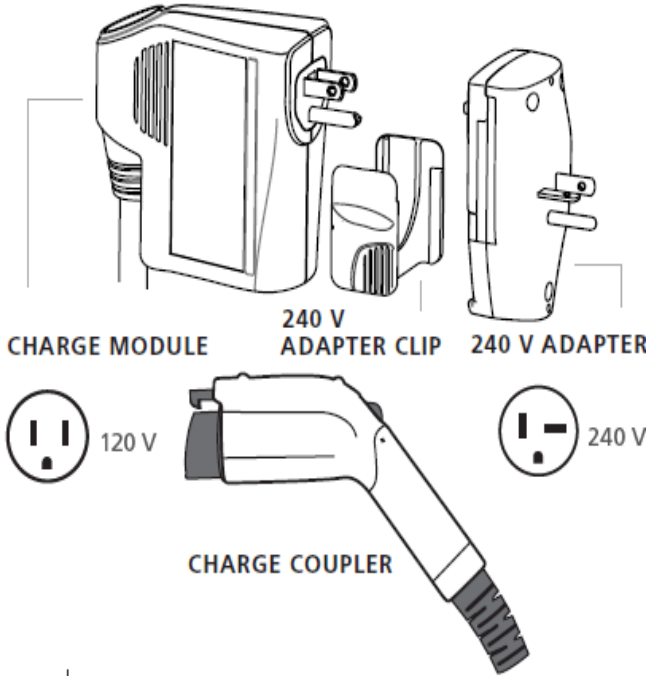

**PROCEDURE**

A. If Recall Campaigns 18V-652 or 18E-092: CHECK BMW TURBOCORD PORTABLE EV CHARGER ([SI B61 12 18](#), [B61 13 18](#) or [B61 18 18](#)) apply and show they are open (not completed) on the vehicle, then this

bulletin may not apply. Review the Recall bulletins to see if complete TurboCord replacement is necessary.

B. Visually inspect the cable to confirm that the issue with the TurboCord is not the result of an outside influence, misuse or external damage (non-warranty) or inadequate power supply.

C. If items A and/or B do not apply, proceed to step D below.

 <p>CHARGE MODULE      240 V ADAPTER CLIP      240 V ADAPTER</p> <p>120 V      240 V</p> <p>CHARGE COUPLER</p>	<p>D. Test the TurboCord on <b>120 V (level 1) charge mode</b> by plugging it into a (known good) 120 V supply outlet and to the vehicle's charge socket.</p> <p>E. If the TurboCord charger does <b>NOT</b> operate/charge the vehicle on <b>120 V charge mode</b>, replace the complete <b>TurboCord Charger PN 61 44 2 448 670</b>.</p> <p>F. If the TurboCord operates/charges the vehicle on <b>120 V charge mode</b>, proceed to step G.</p>
	<p>G. Test the TurboCord on <b>240 V (Fast charge mode)</b> by plugging into a (known good) 240 V supply outlet and to the vehicle's charge socket.</p> <p>H. If the TurboCord charges properly on <b>120 V (level 1) charge mode</b> but it does <b>NOT</b> operate/charge on <b>240 V (Fast charge) mode</b>, replace the 240 V Plug Adapter shown with <b>PN 61 44 5 A2A D29</b>.</p>

Note: Refer to the attached troubleshooting guide for additional information.

For further assistance or questions regarding the TurboCord diagnosis or SI B61 18 20 please submit an "Accessories" TSARA case.

## PARTS INFORMATION

Only use and invoice the part number below that applies to the repair being performed.

Part Number	Description	Quantity
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61 44 5 A2A D29	TurboCord 240 V Plug Adapter	1
Or:		
61 44 2 448 670	BMW TurboCord Charger (Complete)	1

Only order these **parts in the quantities that are needed** to address customers' TurboCords that have confirmed failures.

**The TurboCord 240 V Plug Adapter will be on limited weekly ordering until additional stock arrives.**

The part numbers above that are claimed and credited will be requested to be returned to the Warranty Parts Return Center (WPRC).

## WARRANTY INFORMATION

**For those vehicles that were ordered and delivered with an accessory TurboCord Portable EV Charger Cable (Monroney Label Line Item, DCSnet Warranty Vehicle Inquiry - Option Information: Code 0ZS8 TurboCord Charger)**

### Warranty Claim Type 1

These accessory TurboCord Portable EV Charger Cables are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks (4 years/50,000 miles) for defects in materials or workmanship.

**For all other accessory TurboCord Portable EV Charger Cable Purchases (Vehicles without Option Information: Code 0ZS8 TurboCord Charger)**

### Warranty Claim Type 2 – Parts Warranty

These accessory TurboCord Portable EV Charger Cables are covered under the terms of the BMW NA Limited Parts Warranty for the first 24 months from the date of purchase without mileage limitation for defects in materials or workmanship.

Should the TurboCord fail again, it is covered by the remaining portion of the limited warranty coverage period above that applies.

For additional information including standard exclusions, please refer to the BMW Policy and Procedure Manual.

For the applicable Warranty Claim type (1 or 2) submission: Reimbursement for a qualifying TurboCord repair will be via normal claim entry utilizing the applicable information below and the part number listed above that applies:

<b>Defect Code:</b>	<b>61440079WB</b>	<b>Accessory TurboCord Plug Adapter (240 V) or Charger Cable Complete Failure</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
61 25 000	Work time for checking and replacing the accessory TurboCord 240 V Plug Adapter or the complete TurboCord Charger (Main work)	4 FRU
Or:		
61 25 000	Work time for checking and replacing the accessory TurboCord 240 V Plug Adapter or the complete TurboCord Charger (Plus work)	3 FRU

Only one Main work flat rate labor operation code can be claimed per workshop visit

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), WT and repair-related explanation procedures.

### **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 B611820 TC EV CHGR Troubleshooting.pdf](#)

**TurboCord (EV Charger) Troubleshooting Guide**

Please refer to this Troubleshooting Guide for possible solutions to common errors or difficulties with charging your vehicle using this portable charger.

**NOTE: Do not attempt to repair or service the charger yourself. Except for the Plug Adaptor, there are no other serviceable parts.**

A **RED TROUBLE Indicator** may be triggered by several sources, including the charger, the utility service, or the vehicle. See Troubleshooting tips below.

The **RED TROUBLE Indicator** turns on when the charger detects an error whether it is connected to your vehicle or not. With the **RED TROUBLE Indicator** on, the dual charger will not deliver power to the vehicle. The error must be corrected before charging begins or resumes.

<b>TurboCord 240V Plug Adapter (Level 2 Charging)</b>		
<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
In Level 2 charging mode (240V), BLUE STATUS Indicator does not illuminate, when the Plug Adapter is connected and it is fully inserted into a working wall outlet, Level 1 charging mode (120V) will still operate	No power to unit (TurboCord)	If the TurboCord charges when its connected to a 120V outlet but it will not charge when its connected to a 240V outlet, replace the 240V Plug Adapter
<b>TurboCord excluding the 240V Plug Adapter</b>		
<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
BLUE STATUS Indicator does not illuminate	Charger internal failure	Check to determine if a complete TurboCord Charger replacement is necessary
Vehicle will not charge  RED TROUBLE Indicator remains solid	Communication error between charger and vehicle	Check to determine if a complete TurboCord Charger replacement is necessary
RED TROUBLE Indicator is on solid NOT connected to vehicle	Charger internal failure	Check to determine if a complete TurboCord Charger replacement is necessary
RED TROUBLE Indicator and BLUE STATUS Indicator are both on	Charger trying to resolve internal error	Charger will return to normal operation within 1 minute. If the problem persists, check to determine if a complete TurboCord Charger replacement is necessary

Vehicle		
Problem	Possible Cause	Solution
RED TROUBLE Indicator is on solid when connected to vehicle	Vehicle problem	*Have the vehicle diagnosed accordingly
RED TROUBLE Indicator is off and BLUE STATUS Indicator is on when you unplug from vehicle		
Other		
Problem	Possible Cause	Possible Cause
BLUE STATUS Indicator does not illuminate	No power to unit	1. Check circuit breaker for the wall outlet and other circuit loads 2. Try another wall outlet 3. Ensure charger module (and adapter if operating in 240 VAC mode) is fully inserted into the wall outlet
Vehicle will not charge	Charge coupler is not inserted into the vehicle	1. Inspect the charge coupler 2. Remove the charge coupler from the vehicle, then reinsert it into the vehicle receptacle until it clicks
RED TROUBLE Indicator remains solid	Vehicle is not in a state to accept a charge	Verify vehicle charge timer is set to permit charging. Refer to the vehicle owner’s manual for charge timer instructions
RED TROUBLE Indicator is blinking rapidly	Utility fault	1. Disconnect the charger module from the wall outlet, then reconnect to the wall outlet 2. If the condition persists, have a qualified electrician inspect the wall outlet ground circuit integrity 3. Repair as required
	Above temperature limit (122 Deg F) cases: <ul style="list-style-type: none"><li>• Temperature is too high. The charger will restart charging when it cools down</li><li>• House/socket wiring may be faulty</li></ul>	1. Inspect charger module for overheating (hot to the touch) 2. Carefully unplug charger module from the wall outlet and allow to cool 3. Disconnect the charger (and adapter, if operating in 240 VAC mode) from the wall outlet 4. Have a qualified electrician inspect the wall outlet and adapter integrity 5. Repair as required 6. If the condition persists, check to determine if a complete TurboCord Charger replacement is necessary

\*Only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicles.

Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information may be found in REP 61 00... Observe all safety instructions when handling electric vehicles.