



SIM 61 05 20

2020-09-17

MINI TURBOCORD PORTABLE EV 120V/240V CHARGER

MODEL

E-Series	Model Description	Affected Option Code
F56	MINI Cooper SE Hardtop 2 Door (EV)	0ZS8
F60	MINI Countryman SE ALL4 (PHEV)	0ZS8

SITUATION

The MINI-approved accessory TurboCord will not charge the vehicle.

	<p>Accessory offering (shown):</p> <p>TurboCord Charger (complete)</p> <ul style="list-style-type: none"> • P/N 61 44 0 003 082 <p>Specifications:</p> <p>Dual-voltage electric vehicle charging device</p> <ul style="list-style-type: none"> • 12 A @ 120 Volts • 16 A @ 240 Volts
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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; **Please refer to the testing procedure below.**
1. 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; **please refer to the testing procedure below.**

Note: For further assistance or questions regarding the TurboCord diagnosis or SI M61 05 20, please submit an "Accessories" TSARA case.

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

A. If Recall Campaign 18V-652: CHECK MINI TURBOCORD PORTABLE EV CHARGER ([SI M61 04 18](#)) applies and shows open on the Vehicle, then this bulletin may not apply. Review the Recall bulletin to see if

complete replacement of the TurboCord 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 120 V (level 1) charge mode by plugging it in to a (known good) 120 V supply outlet and to the vehicle's charge socket.</p> <p>E. If the TurboCord charger does NOT operate/charge the vehicle on 120 V charge mode, replace the complete TurboCord Charger P/N 61 44 0 003 082.</p> <p>F. If the TurboCord operates/charges the vehicle on 120V charge mode, proceed to step G.</p>
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	<p>G. Test the TurboCord on 240 V (Fast charge mode) 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 120 V (level 1) charge mode but It does NOT operate/charge on 240 V (Fast charge) mode, replace the 240 V Plug Adapter shown with P/N 61 44 5 A2A D29.</p>
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Note: Refer to the attached troubleshooting guide for additional information.

For further assistance or questions regarding the TurboCord diagnosis or [SI M61 05 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
61 44 5 A2A D29	TurboCord 240 V Plug Adapter	1
Or:		
61 44 0 003 082	MINI 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 MINI New Passenger Car Limited Warranty (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 MINI USA 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 MINI 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:

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

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

As applicable to your dealer, please refer to **SI M01 01 20** or **M01 04 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 M610520 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 240V 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.

TurboCord 240V Plug Adapter		
Problem	Possible Cause	Solution
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
TurboCord excluding the 240V Plug Adapter		
Problem	Possible Cause	Solution
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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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"> • Temperature is too high. The charger will restart charging when it cools down • House/socket wiring may be faulty 	<ol style="list-style-type: none"> 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.