



SIB 61 24 20

2020-11-24

## SPECIAL SERVICE ACTION: HIGH-VOLTAGE BATTERY CONDITION VERIFICATION (20V-601)

### MODEL

E-Series	Model Description	Production Date
G01	X3 xDrive30e Sports Activity Vehicle (SAV)	February 22 – September 17, 2020
G05	X5 xDrive45e SAV	June 6 – September 16, 2020
G20	330e, 330e xDrive Sedan	March 5 – September 15, 2020
G12	745e xDrive Sedan	March 5 – September 15, 2020
G30	530e, 530e xDrive Sedan	March 4 – September 17, 2020

### NON-AFFECTED VEHICLES

Some of the vehicles listed above which were initially identified as requiring Recall Campaign 20V-601 - HIGH VOLTAGE BATTERY to be performed and completed are now no longer included in this Recall.

**These customers have been notified by mail that their vehicles are non-affected, and are no longer included in Recall Campaign 20V-601. Please refer to the attachment - B612420\_Customer\_Letter\_Final**

Therefore, these vehicles' high-voltage batteries are not prone to the short-circuit situation described in the previous Recall announcement that was sent to them. Customers can safely resume normal operation and full recharging of their vehicles.

### SITUATION

After additional in-depth research and analysis of the corresponding data for these vehicles, we can safely conclude that the issue identified in Recall Campaign 20V-601 has been satisfied and no further repair is required.

This Recall Campaign is listed as "Closed" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or the Warranty Vehicle Inquiry.

However, these customers will still have the option to bring their vehicle to your center to have the **Special Service Action – High-Voltage Battery Condition Verification** procedure described in this bulletin. This is a **one time** courtesy procedure to confirm the condition of their high-voltage battery as noted above.

### CORRECTION

Customers have been informed of the following in their second mailing:

Their authorized BMW center will still verify the condition of their vehicle's high-voltage battery during the next scheduled service visit or earlier if they prefer.

#### High-Voltage (HV) Battery Condition Verification

A procedure has been developed to verify the condition of the High-Voltage Battery on those vehicles that are no longer included in Recall Campaign 20V-601.

The one-time HV Battery Condition Verification procedure includes the following:

- The vehicle and its high-voltage battery will be inspected and diagnosed
- The corresponding data will be downloaded and analyzed to re-verify the condition of the vehicle's high-voltage battery
- Customer will be informed of the outcome of these tests

## PROCEDURE

When the following item shows open in the DCSnet Warranty Vehicle Inquiry (See below for additional instructions):

Open Campaign Information							
Stop Sale	Stop Code	Defect Code	Defect Description	Bulletin Number	Recall Number	Remedy Status	Campaign Status
		8580010900	85800109NA B612420 PHEV HV charging confirmation				00-Open

Perform the following:

1. Connect the vehicle to ISTA diagnosis and carry out a vehicle test.
2. Submit FASTA data for the completed vehicle test.
3. Submit a TSARA – **High-Voltage TC (TeileClearing) case.**
4. Title the TC case **High-voltage Battery Condition Verification.**
5. TC will analyze the collected data to re-verify the high-voltage battery’s condition.
6. TC will respond by providing further recommendations, if applicable, and an explanation of high-voltage battery module’s current cell conditions.

**Note:** Unfortunately, this Service Action will NOT show open in AIR.

This action requires special handling in our system, as a result, additional time may be needed to close this Open Campaign after the corresponding claim has been submitted and accepted. Prior to performing this repair on a vehicle, please also review the Repair History (Claims) section in the DCSnet Warranty Vehicle Inquiry to confirm a prior claim submission with DC 85 80 01 09 NA has not already been submitted.

## PARTS INFORMATION

No parts are required unless otherwise specified.

## WARRANTY INFORMATION

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

**Note: Please do not use Defect Code 85 80 01 09 00 for this claim submission. This defect code is not active for claim submission. Claims with this defect code will be rejected. Use the Defect Code shown below.**

<b>Defect Code:</b>	<b>85800109NA</b>	<b>B61 24 20 HIGH-VOLTAGE BATTERY CONDITION VERIFICATION</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking	Refer to AIR

	faults) (Plus work)	
And:		
61 21 528	Connect an approved battery charger/power supply (in AIR as Recharge vehicle electrical system battery)	Refer to AIR
And:		
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR
And:		
00 58 677	TeileClearing lump-sum fee Associated work	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

### RO and Claim Repair Comments

Reference SI B61 24 20 and document the current condition of the High-Voltage Battery, unless otherwise required by State law.

### Other Repairs (After HV Battery Condition Verification)

If other eligible and covered work is performed as a result of performing the ISTA diagnostics, related test plans and/or as recommended through the TSARA case response, claim this work with the applicable Defect Code and the labor operations that are listed in AIR (including diagnosis).

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 the 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 or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf B612420\\_Customer\\_Letter\\_Final.pdf](#)



<Date>

<First Name> <Last Name>

<Company Name>

<Street Address 1>

<Street Address 2>

<City>, <State> <ZIP>

Dear <(Prefix)> <Customer Name>,

<Model>, <VIN>

As we previously wrote to you, the above-referenced vehicle was recently affected by a recall concerning the high-voltage battery. As the safety of our customers is our priority, we directed you to immediately stop charging your vehicle as a precaution.

Recalls of this nature are swiftly communicated to all potentially affected customers, and we recognize this was an unexpected inconvenience.

Based on extensive technical analysis, BMW is pleased to let you know that we've determined that your vehicle's battery is not prone to a shorted circuit. You can safely resume charging the vehicle in addition to using all driving modes.

The service team at your authorized BMW center would be happy to verify the condition of the high-voltage battery during your next scheduled visit or earlier if you prefer.

Should you have any questions, a Customer Relations and Services associate will be glad to assist you. You can reach us at this specially dedicated number: 1-855-269-3361.

Thank you for choosing BMW.

Kind regards,

Customer Relations and Services  
BMW of North America, LLC

**Company**  
BMW of North America, LLC

**Postal Address**  
PO Box 1227  
Westwood, NJ  
07675-1227

**Telephone**  
(800) 831-1117

**Fax**  
(201) 930-8484

**Website**  
bmwusa.com