



SIB 61 02 23

Service Solution C-Evolution will not start

2023-08-15

Model	Model Description
K17	C-Evolution

SITUATION

Customer cannot start the vehicle, various warning lights including high voltage warnings are illuminated on the instrument cluster.

A dead 12V battery is the cause of these various faults. The 12V battery only charges when the vehicle is awake. Even if the high voltage batteries are fully charged, the vehicle never wakes up when the 12V battery drops below voltage to charge the battery. The 12V battery can discharge over extended periods of time without use.

PROCEDURE

1. Check the 12V battery.
2. If the voltage is below 12 VDC, recharge or replace the battery.
3. Connect the bike to the diagnostic computer and delete the stored faults.
4. If faults are still present after this procedure, please create a TSARA case for further guidance.

NOTE: The 12V battery must be charged separately if the vehicle has been sitting for more than 4 weeks. Refer to the owner's manual.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Contact the BMW Technical Support Group via TSARA
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Motorrad Parts Department

Supporting Materials

[picture_as_pdf Service Solution C-Evolution will not start.pdf](#)

Service Information Bulletin

General Electrical Systems

Aug 15, 2023

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**BMW
MOTORRAD**

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