



SIB 61 03 25

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PLUG & CHARGE FUNCTION COMPLAINT DIAGNOSIS

☒ THIS REPAIR IS MOBILE FRIENDLY
MODEL

E-Series	Model Description	Production Date
G26 BEV	i4 Sedan Battery Electric Vehicle (Battery Electric Vehicle (BEV))	From 07/2023 production (07/24 on includes Plug & Charge functionality ex-factory)
G60 BEV	i5 Sedan (BEV)	Plug & Charge function is already included
G70 BEV	i7 Sedan (BEV)	From 07/2022, until and including 06/2023 (07/23 and on includes Plug & Charge functionality ex-factory)
i20	iX Sports Activity Vehicle (BEV)	From 03/2023, until and including 06/2023 (07/23 and on includes Plug & Charge functionality ex-factory)

SITUATION

This is an informational bulletin regarding Plug & Charge function complaint diagnosis.

Possible customer complaints:

- Plug & Charge menu does not appear in the vehicle, function not available
- Problems with the configuration, for example: Contracts cannot be installed
- Fault / problems when attempting charging with Plug & Charge
- Plug & Charge contract disappeared
- Plug & Charge payment method expired

CAUSE

- The vehicle does may not support the Plug & Charge function
- The software I-level installed on the vehicle does not support the Plug & Charge function
- The charging station does not support the Plug & Charge function
- Contract not sent by provider (Electrify America or Shell Recharge)
- Main user switch causing contract deletion
- Problems with the Internet connection
- Fault in the charging infrastructure or charging station
- Payment authentication issue (payment method rejected, invalid, or expired)

CORRECTION

In the event of a customer complaint, proceed as follows.

Before TSARA can provide assistance, it is necessary to clarify (during the customer dialogue) what is the actual complaint the customer is referring to with regards to the plug and charge function.

- Is the complaint listed above and is it present at this time?
- Which fault occurs or has occurred in connection with the Plug & Charge charging service?
- Is the latest software I-level version is installed?
- Is the vehicle capable of the function? See [SI B61 31 23](#).

Note: Retrofit installation of Plug & Charge provisioning certificates on select G26, i20, G70 models cannot be performed via RSU.

1. Determine if there are problems with activating Plug & Charge in the vehicle; or does the Plug & Charge menu does not appear on the display?

- Is the Plug & Charge menu displayed in the vehicle?
- Is the Plug & Charge function turned on in the menu?
- Verify the technical conditions of the vehicle to perform the function:
 - Production date
 - Model
 - Current I-level software version
 - Update vehicle certificates if necessary
- Is the Plug & Charge menu present but grayed out/not selectable?
 - Please do a Headunit (HU) reset
 - Then update Apps and Services
 - Verify the contract is now present and valid

2. Questions related authentication issues:

- Was there a Check Control message displayed? If so, which one(s)?
- Has a Plug & Charge contract been selected (downloaded and active)?
- Has Plug & Charge been activated in the menu?
- Which contract was used to activate the function?
- Did the fault occur once or several times, perhaps in connection with one specific charging station?
- When was the last time Plug & Charge worked on this vehicle?
- Has the Plug & Charge function been influenced by a previous event (RSU or I-Level update)?
- Has the customer logged on with his/her BMW ID?
- Is the customer using someone else's BMW ID? (guest)
- Is the customer's payment method updated and valid?
- Have the charging supplier (Electrify America or Shell Recharge) verify:
 - The certificate loaded in the vehicle
 - Payment method must be verified by the payment back end
 - Payment token associated with the account (see instruction below to update the expired credit card information)
 - Provide the last failed charging attempts date, time and location of the charging station so the supplier can review the failed logs and make sure that station is working properly

3. Questions in case of configuration issues:

- Was a download error displayed?
 - If yes, has a new attempt been made to download the configuration?
- Is there a contract displayed in the Plug & Charge menu?
 - If not, ensure the BMW ID mapped to the eligible Electrify America or Shell Recharge account is the same BMW ID as on the vehicle, and set as the main user
 - Deletion of the main user or changing the main user will delete a Plug & Charge contract
- Have you checked whether the vehicle is online?

Note: Due to the complexity of the Plug & Charge function; it is important to understand the logistics when diagnosing the customer complaint. Plug & Charge diagnosis involves several aspects of the vehicle infrastructure (Connected Drive, Body Electrical, High Voltage System, Programming and Coding) as well as the BMW back end and third-party energy delivery suppliers. We must therefore keep in mind that there is also the aspect of the customer interface and of the third-party companies tasked with supporting and maintaining the DC charging station network.

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Note: To diagnose these cases effectively, it is imperative that the TSARA case be directed to the correct group once the complaint is evaluated and understood.

Plug & Charge Diagnostic Process:

- A Connected Drive TSARA case should be submitted to start the diagnostic process and will be the main group initially handling the complaint
- Connected Drive will verify the customer complaint and check all the aspects related to the My BMW App configuration and back-end provisioning on the vehicle
- Once the case is narrowed down, Connected Drive support can direct the complaint to the appropriate group for further diagnostic assistance
- TSARA Body Electrical group can help with the diagnostics, repair and programming of the plug and charge components associated vehicle 12 V body electronics related issues
- TSARA Powertrain/ High Voltage can help with the diagnostics of the vehicle related high voltage system components and charging functions
- TSARA cannot verify the status of the credit card linked to the account, as the charging supplier is responsible for maintaining the payment token
- TSARA cannot verify the outcome of a failed charging station; they would need to contact the charging supplier
- TSARA second level support will provide assistance when required

Charging provider customer support

Contact the charging provider customer support to test the certificate authentication or to verify the payment method in the backend. The last failed charging sessions can be reviewed by the charging provider using information collected from the customer (e.g. My BMW app charging history log)

Provide the charging supplier (Electrify America, Shell Recharge) customer support the following information to review a failed charging session:

- Name of the customer account
- Email the customer used to set up the account
- Vehicle Identification Number
- Address of the charging station used
- Time and date of the failed session

Note: The charging provider can use this information to test and determine if there is a problem with the account certificate on their backend servers, or with their station equipment at that location.

Note: It is important to rule out the vehicle as the source of the DC charging complaint. Before attempting to diagnose a Plug & Charge customer complaint verify the vehicle is in correct working order and is capable of charging in Level 3 DC charging mode.

PROCEDURE

Quick help for the most common errors:

- (If the problem cannot be resolved, contact TSARA for support)
- Service instruction in case of configuration problems:

Description	Complaint	Solution/Assistance
The Plug & Charge submenu is not displayed in the vehicle.	Plug & Charge Service was not loaded properly "over the air".	The FAQs describe which vehicles support Plug & Charge. Most vehicles get Plug & Charge over the air.
No contracts are visible in the Plug & Charge menu.	No contracts are available.	1. Create an Electrify America account in MyBMW app and register for a complimentary charging plan (eligible vehicles only). Contract will

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		Contact Electrify America directly if the contract does not appear.
Service instruction in case of authentication errors		
The Plug & Charge function does not work at a charging station.	Authentication with Plug & Charge does not function.	<p>1. If Plug & Charge did not work on the first attempt, it will be suppressed on the second attempt). In this case, please use an alternative charging method in the meantime. Plug & Charge is only active again after a new engine start/ignition cycle (terminal charge).</p> <p>2. Ensure that the charging station/provider supports Plug & Charge, and that a compatible contract is selected and active in the vehicle.</p> <p>3. Ensure the customer's payment method on file with the associated account is valid and the credit card in not expired.</p> <p>4. If the customer constantly experiences problems at all Plug & Charge station, this could indicate a fault in the Combined Charging Unit (CCU) Level 3 DC charging.</p>
A Plug & Charge fault message is displayed when charging at a non-public or private wallbox.	A Plug & Charge fault at a Wallbox or charging station without Plug & Charge functionality	Most likely this is due to a misconfiguration on the wallbox side, which must be fixed by the wallbox installer. If this does not solve the problem, please note the wallbox brand and model and contact the responsible company.
Contract change, selection of another Plug & Charge contract not possible.	Error when attempting to select another contract.	Switch off the engine and try to select the contract again or select a different contract.
Contracts no longer function.	Authentication not possible at different charging station.	Restart the vehicle and ensure connectivity. If the contract is still visible, please contact the contract provider.
Another user is using the vehicle (is or was logged on).	No contracts are visible in the Plug & Charge menu.	1. Contracts must be authorized by the main user for other users.
There was a change or deletion of main user.	No contracts are visible in the Plug & Charge menu, or authentication is no longer possible.	2. Plug & Charge must be reactivated with the contract provider (e.g. Electrify America).
Description	Complaint	Solution/Assistance
Contract installation did not function.	A fault code was displayed. The installation does not function.	Verify that the vehicle is online and connected to the network. Then repeat the installation. Involve TSARA support in the event of repeated problems.

Push message to the “My BMW” app not visible when there is a Plug & Charge fault.	Push message not visible on smartphone.	In earlier software versions, faults occurred that affected the display on the smartphone. An RSU update has solved this problem.
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Note: Refer to [SI B61 31 23 Plug & Charge Functionality Implementation](#) for more information regarding the feature and charging programs.

Updating the Customer Account Information

If all the suggestions above have been verified and tested and the customer still complains that they attempted to charge, and the session failed (without explanation from the car or the charger); please verify if the customer ever verified their credit card information on the myBMW app.

Note:

Even though charging is free of charge with the BMW charging plan (see charging plan information for your vehicle); having a current credit card on the MyBMW app is necessary to cover the possible idle charges when the car is not pulled out of the charging spot when charging has completed.

Steps to manage credit cards in the MyBMW app:

1. Open the MyBMW app
2. Scroll down to Charging and select View All
3. Scroll down and select Electrify America
4. Select Payment
5. Select Add a Payment

Note: Credit cards can only be added and not edited in the app. If a credit card is expired, you will need to add a new card, and then delete the old card to validate the payment token in the system.

1. Enter new credit card information and select “Add Card”
2. Select the old card
3. Select “Remove Card”
4. Confirm removing the card
5. Confirmation that the card was removed

Note: Please confirm you have the most updated version of the MyBMW app and force-close before reopening and attempt adding your new credit or debit card.

PARTS INFORMATION

No Parts are required.

CLAIM INFORMATION

No Claim information is required.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

