



SIB 61 06 24

2024-03-15

**BEV/PHEV CHARGING COMPLAINT RELATED TO CHARGER/  
INFRASTRUCTURE**

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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**MODEL**

E-Series	Model Description
G05	X5 Sports Activity Vehicle (PHEV)
G09	BMW XM Sports Activity Vehicle (PHEV)
G26	i4 Gran Coupe (BEV)
G60	i5 Sedan (BEV)
G70	i7 Sedan (BEV)
G70	750e xDrive Sedan (PHEV)
i20	iX Sports Activity Vehicle (SAV)

**SITUATION**

This Informational Bulletin is intended as a guided work-through process to address customer charging complaints.

The step-by-step guide will help walk you through the “basic” procedure to test the charger/infrastructure when the vehicle does not charge, either at a:

- Home charger AC Level 1/Level 2 - Flexible Fast Charger/hard wired Wallbox, or a
- Public AC Level 2, or DC Level 3 - Fast Charging Station

Note: All PHEV and BEV vehicles may be affected.

**CAUSE**

Charging infrastructure, non-vehicle related charging complaints.

**Possible infrastructure related charging errors:**

- Interruption or failure of the power grid (no voltage at the high-voltage connection)
- Voltage fluctuations from the power supplier (low supply voltage will affect the charging rate)
- Output reductions imposed by the power supply company.
- Charger plugged incorrectly into the power outlet, (charger plug fault)
- Charging device fault (Level 1, Level 2/ Wallbox or charging station)
- Wrong amperage limit set in the vehicle
- Power reduction or limitation imposed by the vehicle or public charger.
- Charging electronics fault in the vehicle
- High voltage charging socket fault

**Note: To protect Level 1 (120 V) the Flexible Fast Charger (FFC), the device has temperature sensors (in the power supply plug and in the control box). If the temperature exceeds a specified value, the power output will be temporarily switched off.**

**See [SI B61 29 23 Differences Between Flexible Fast Charger Versions 1.0 vs 2.0](#), for more information.**

## **SOLUTION**

Due to significant enhancements to the charging functions in BMW vehicles and to offer premium service in the event of a customer charging complaint, it is essential to identify when the charging errors are caused by the charging infrastructure and not the vehicle.

Therefore, to rule out the vehicle as the source of the charging complaint a catalogue of questions and checks has been developed to aid in the diagnosis.

The first step in processing a charging complaint case is for the Service Advisor to have the customer fill out the **“Customer Charging Complaint Questionnaire”** found in **SI B61 07 24**.

For more information regarding how to work through charging complaints see:

**SI B61 07 24 Customer Charging Complaint Work Through Procedure** and its attachments

The specific questions below (from the **“Customer Charging Complaint Questionnaire”**) must first be clarified in a customer dialogue, this may effectively help rule out the vehicle as the source of the charging complaint.

### **General questions about the charging process:**

- Did the charging process take place at a public charging station or at a home charger?
- Is it a one-time charging error or a recurring issue?
- Did the charging process not start at all or was it aborted?
- Were Check Control messages displayed in the vehicle? If so, which one(s)?

### **Questions about charging at home:**

- Which charger did the customer use?
- What charging current limitation has been set in the customer vehicle settings?
- Has the customer tried charging at a different power supply outlet?
- Has the customer tried using a different AC charger or adapter?
- Has the customer tried using both AC 120V Level 1 and AC 240V Level 2?

### **Questions about public charging:**

- Was the vehicle charged at a Level 3 DC charging station or at a Level 2 AC charging station?
- Were there any problems logging in (authenticating) for charging?
- Is the customer's charging card activated for that charging station?
- Has the customer tried charging at a different public charging station?

Once ISTA diagnostic checks on the vehicle at the dealer service center have verified that the charging functions are operating as designed and (if possible) the customer's charger has been tested, it has become clear that there may be an error in the charger/infrastructure which the customer is using.

### **Before proceeding to test the charger/infrastructure, always remember to check the following vehicle settings that may affect charging:**

- Check the maximum charge current in the vehicle charging settings for “charge limit” (reduce if the setting is overpowering the installation)
- Make sure that the charging setting “Charge immediately” has been set
- Verify that the departure time set in the vehicle does not interfere or conflict with the charging time window set in the vehicle or app

- Make sure the “Charging time slot” setting does not interfere or conflict with the “Departure time” set in the vehicle
- Try disabling all charging precondition settings or try charging at a different time of day to rule out conflicts

## **PROCEDURE**

**Note: Many of the items outlined below may not be able to be verified by the customer. It may become necessary for the BMW center to deploy a BMW technician or a Mobile Service Technician (if available) to visit the customer's house or location to inspect and test their home charger and infrastructure for the related items below.**

**Once the vehicle charging system has been verified and it is determined that the vehicle is working as designed at the dealer service center, but the vehicle does not charge at the customer's location- It is then suspected that the charger or infrastructure which the customer is using may be at fault. Please review the following list of probable causes:**

### **Home charger/infrastructure related checks:**

- The BMW Occasional Use Charger (OUC)/Flexible Fast Charger may need to be reset in accordance with the charging cable instruction manual
- Check for dirt and damage to the charging plug and to the high voltage charging socket on the vehicle
- Make sure that the charger plug is correctly plugged into the vehicle (all the way until the click)
- If possible, try to use a different charger (Level 1/Level 2)
- If using the Flexible Fast Charger, try using a different adapter
- Repeat charging attempt after 15 minutes of downtime
- Try charging at another power outlet (as charging requires a dedicated power outlet)
- Disconnect electrical devices from the charging power outlet circuit (adjacent outlets)
- To test the power outlet, simply connect another device (i.e., cell phone charger or lamp)
- Check the main circuit breakers for the power outlet used for charging
- Check for circuit protective devices (i.e., GFI outlets or GFCI- ground fault circuit interrupter), make sure they are not tripped
- Do not use extension cords for charging!
- If all the above checks are verified, it may be necessary to have the home charger electrical installation checked by a qualified electrician (wiring, fuses, main breaker, and power outlet)

### **Public charging station relevant checks:**

- Is the charging complaint regarding a specific public charging station or several?
- Is the customer's charging (RFID) card activated for the charging station?
- Use an alternative charging card, charging app or authentication method (i.e., Click & Charge, Plug & Charge)
- Try charging at another charging station
- Make sure that the charging settings in the vehicle do not cause charging conflicts
- Always check for debris or damage to the charging plug, or to the vehicle charging socket
- Make sure that the charging plug is correctly plugged into the vehicle (until the click is heard)
- Identify if the problem is only on DC charging
- Perform a charging test at a BMW charging station (See tips and tricks below)
- If the customer complains that the high-voltage battery is not charged to 100%, make sure that no charging target of less than or equal to 80% has been set in the vehicle

If there was NO problem found once the infrastructure related questions and checks suggested above have been done. and the vehicle still does not charge on-site: the vehicle charging system must be further investigated.  
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diagnosed with ISTA to correct the problem.

**Note: Mobile Service Technicians can run vehicle tests, charging test plans, etc on-site, while connected to the customer’s hard-wired Wallbox charger or Flexible Fast Charger. This intends to rule out the vehicle as the source of the charging complaint.**

**Tips and tricks for testing Level 3 DC Fast Charging complaints.**

To verify that a vehicle charges on Level 3 DC charging as designed, try charging at a BMW Level 3 - DC fast charging station at the BMW center.

In absence of a level 3 - DC fast charger on premises, it is suggested that a shop “testing” account may be acquired for this purpose.

Most “free” Level 3 DC Fast Charging stations are not subject to certificate authentications to initialize the charging process; therefore, they cannot be used to diagnose an account information or certificate/app authentication suspected issue.

To diagnose an account information or certificate/app authentication suspected issue, it is necessary that the customer verifies his/her own account information by swiping into the suspected charging station to test the sign in/certificate/app authentication.

For more information regarding DC charging review:

[SI B61 25 23 BEV Reasons For No/Slow DC Charging Complaint.](#)

For more information regarding AC and DC charging functionality in BMW vehicles review:

[SI B61 07 24 Attachment 4 GEN 5 BEV Quick Reference Guide\\_v2.pdf](#)

For more information regarding how to work through charging complaints, see:

[SI B61 07 24 Customer Charging Complaint Work Through Procedure](#) and its attachments

**Helpful Hyperlinks to charging related SIBs below.**

[SI B61 07 24 Customer Charging Complaint Work Through Procedure](#)

[SI B61 29 23 Differences Between Flexible Fast Charger Versions 1.0 vs 2.0. pdf](#)

[SI B61 25 23 BEV Reasons for No/Slow DC Charging Complaint](#)

**CLAIM INFORMATION**

**1. BEV/PHEV’s Charging Infrastructure-Related Charging Error/Fault (Non-Vehicle Related Issue)**

The procedure to identify and document a BEV/PHEV’s infrastructure-related charging error/fault is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Repair Code:</b>	<b>6144900200</b>	<b>Fx Gx Ix PHEV BEV service instruction reference customer charging problems (charging infrastructure) (Non-vehicle related)</b>
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Below are the special flat rate labor operation code choices for this action.

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plusposition work)</b>	<b>Labor Allowance</b>
# 1	00 75 836	Vehicle test (including 12 V battery support) in the event of problems with the charging infrastructure <b>(includes 00 00 556/61 21 528)</b> (Plusposition work - Vehicle is already in the workshop)	As applicable

# 2	00 75 255	Vehicle test (including 12 V battery support) in the event of problems with the charging infrastructure ( <b>includes 00 00 006/61 21 528</b> ) (Main work)	As applicable
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Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

If you are using a Main labor code for another repair, use the Plus code labor operation 00 75 836 instead of 00 75 255, or “exclude a Vehicle Test” when it is included in another repair.

### Claim Repair Comments (Situation 1)

Reference the SIB number, the work package (Pkg) number performed and which one of the above issues applies in the technician’s RO notes and in the claim comments (For example: B61 06 24 WP 1), unless otherwise required by State law.

More importantly, please also provide any additional pertinent information that would be helpful in describing what caused the BEV/PHEV charging issue/situation that was not due to the vehicle itself.

Or:

### **2. BEV/PHEV’s Charging Error/Fault caused by a Vehicle Component and/or Assembly Fault/Malfunction, Eligible and Covered Work/Repairs (Vehicle-related Issue)**

If a BEV/PHEV charging issue, condition, fault and/or malfunction described above is caused by a verified defect in materials and/or workmanship with a vehicle component and/or assembly (confirmed through ISTA and other approved diagnosis procedures), the qualifying corresponding repair is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Damage and/or BEV/PHEV charging issues caused by outside influences, including Infrastructure issues, are not covered under the BMW limited warranties.

Please **do not** use Repair Code 61 44 90 02 00 for the covered repair-claim submissions.

To submit a claim, please following the established and applicable warranty policy and procedures (Labor/Part/Sublet) that apply to the repair being performed.

Refer to AIR to obtain and assign the RO line item the applicable Repair Code

Obtain the flat rate labor operation codes (\*including the diagnosis) that applies and their corresponding flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

### Claim Repair Comments (Situation 2)

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

### BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the “Search” button. Next, click on the “Flat Rate Units” button and enter the flat rate labor operation code in the

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**Servicemobile - Off Site Service visit to address a BMW BEV/PHEV Charger Cable Plug Connector that will not Release from the Charging Socket (00 75 836 or 00 75 255)**

For BMW centers that qualify, the repair to address this issue is eligible to be performed and submitted as a mobile service Off-Site Repair which provides an.

Qualifying BMW centers are those that are currently active and participating in the BMW Servicemobile program. Other BMW centers that may qualify are those have officially registered their interest in conducting mobile service work under the BMW Roadside Assistance Program.

If you have not already enrolled and/or want additional information, please send an email with your contact information to [BMW.Servicemobile@bmwna.com](mailto:BMW.Servicemobile@bmwna.com).

### **Claim - Labor Reimbursement (Standard 150 Percent Rate Applies)**

When a repair is performed under this program to address this situation on a BMW vehicle at a customer's off-site location, qualifying BMW centers will be reimbursed for the corresponding labor operation code's **published flat rate unit (FRU) allowance in the BMW Group AIR's application at a rate of 150 percent.**

This mobile service repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

### **Time Control and Documentation**

While repair-specific punch times are not necessary for this off-site assistance work being performed, the mobile service technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched, and they must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period (for example, handling multiple calls), only one on/off punch time is required.

### **RO Invoicing for Claim Submission - SI B61 06 24 with Off-Site Service Call Repair**

A. i7 xDrive60 Sedan Example - Line Item for WP # 1 or WP # 2.

<b>Repair Code:</b>	<b>6144900200</b>	<b>Fx Gx lx PHEV BEV service instruction reference customer charging problems (charging infrastructure) (non-vehicle related)</b>
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And:

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
# 1	00 75 836 - Pluspostion	Vehicle test (including 12 V battery support) in the event of problems with the charging infrastructure <b>(includes 00 00 556/61 21 528)</b>	3 FRU
Or:			
# 2	00 75 255* - Main work	Vehicle test (including 12 V battery support) in the event of problems with the charging infrastructure <b>(includes 00 00 006/61 21 528)</b>	5 FRU

Then:

B. Open an additional RO line item in conjunction with the WP number above that applies.

<b>Repair Code:</b>	<b>85800306SM</b>	<b>BMW Servicemobile RSA</b>
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As applicable:

Labor Operation	Type	Description	Labor Allowance
61 25 000	Pluspostion	3 FRU (00 75 836) plus 50 percent equals 4.5 FRU total, claim additional 2 FRU after roundup (A together with B: 5 FRU total)	2 FRU
Or:			
61 25 000	Main work*	5 FRU (00 75 255) plus 50 percent equals 5.5 FRU total, claim additional 3 FRU after roundup (A together with B: 8 FRU total)	3 FRU

### Claim Repair Comment

SI B61 06 24: Additional labor for Off-Site Service Repair to address a BMW BEV/PHEV charger cable plug connector that will not release.

(\*) If the technician handled multiple off site service calls during the same service dispatch/run where two or more repairs are eligible to have the additional labor allowance claimed, then only one (1) of the service calls qualifies to be "based" on a Main work flat rate labor operation code's FRU allowance.

### 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

