

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 24V-xxx: Engine Starter
Date: Wednesday, July 31, 2024 4:13:41 PM

Publish Date: July 31, 2024
From: Technical Service
Expiration Date: August 14, 2024

DCSnet Message
Urgent



Subject: **BMW Recall 24V-xxx: Engine Starter**

BMW AG is conducting a Voluntary Safety Recall (effective July 31, 2024) on certain Model Year 2019 - 2021 BMW vehicles that were produced between November 12, 2017, and May 31, 2020.

In certain cases in which the engine starter has some mechanical damage, the engine may not be able to be started. If the driver repeatedly attempts to start the engine using excessively long starting attempts, this may cause an electrical overload of the starter. If the engine acoustic protection material is contaminated by, e.g. oil, then in an extreme case, this could lead to a thermal event.

The Recall Notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

[B120524\[1722456022651\].pdf](#)
 [B120524 Recall Notice\[1722456022651\].pdf](#)
 [B120524 24V-xyz-B58-EngineStarter-FAQ-\(31Jul2024\)](#)
[\[1722456022651\].pdf](#) [B120524\[1722456022651\].pdf](#)
[B120524 Recall Notice\[1722456022651\].pdf](#)
[B120524 24V-xyz-B58-EngineStarter-FAQ-\(31Jul2024\)\[1722456022651\].pdf](#)

Recipients: BMW Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
BMW SAV (Light Trucks), All Offering, All Region, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW SAV (Light Trucks) CC-All



SIB 12 05 24
RECALL 24V-XXX: ENGINE STARTER

2024-07-31

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	March 19, 2018 – May 31, 2020
G06	X6 Sports Activity Coupe	June 26, 2018 – May 28, 2020
G07	X7 Sports Activity Vehicle	November 12, 2017 – May 4, 2020
G12	7 Series Sedan	February 12, 2019 – May 29, 2020
G14	8 Series Convertible	February 12, 2019 – May 28, 2020
G15	8 Series Coupe	June 11, 2019 – May 28, 2020
G16	8 Series Gran Coupe	February 2, 2019 – May 29, 2020
G20	3 Series Sedan	September 12, 2018 – May 29, 2020

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of August 1, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 31, 2024) on certain Model Year 2019 - 2021 BMW vehicles that were produced between November 12, 2017, and May 31, 2020.

In certain cases in which the engine starter has some mechanical damage, the engine may not be able to be started. If the driver repeatedly attempts to start the engine using excessively long starting attempts, this may cause an electrical overload of the starter. If the engine acoustic protection material is contaminated by, e.g. oil, then in an extreme case, this could lead to a thermal event.

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The bulletin will be updated when additional information becomes available.
 Supporting Materials

[picture_as_pdf B120524 Recall Notice.pdf](#)

[picture_as_pdf B120524 24V-xyz-B58-EngineStarter-FAQ-\(31Jul2024\).pdf](#)

SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Managers, Parts Managers and Warranty Processors

RE: Recall 24V-xxx: Engine Starter – B12 05 24

BMW AG is conducting a Voluntary Safety Recall (effective July 31, 2024) on certain Model Year 2019 - 2021 BMW vehicles that were produced between November 12, 2017, and May 31, 2020.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that Centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

Safety Recall
24V-xyz
Engine Starter
Model Year 2019-2021
BMW 3 Series, 7 Series, 8 Series
BMW X5, X6, X7
(Vehicles With Certain B58 Engine Configuration)
Issue Date: 07/31/2024

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

Model Year 2019-2021 BMW 3 Series Sedan, 7 Series, 8 Series (Coupe, Convertible, Gran Coupe), X5 SAV, X6 SAV, and X7 SAV models, with a certain B58 engine configuration, in the US are potentially affected.

Q2. What is the specific issue?

In certain cases in which the engine starter has some mechanical damage, the engine may not be able to be started. If the driver repeatedly attempts to start the engine using excessively long starting attempts, this may cause an electrical overload of the starter. If the engine acoustic protection material is contaminated by, e.g. oil, then in an extreme case, this could lead to a thermal event.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models were manufactured with a different B58 engine configuration.

Q4. Can I continue to drive my vehicle?

Yes. However, when you are notified by BMW of this Safety Recall that a remedy is available, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

Q5. How did BMW become aware of the issue?

BMW became aware of the issue through its quality control procedures.

Q6. How will I be informed of this Safety Recall?

Owners of potentially affected vehicles will be notified via First Class mail advising them of this Safety Recall and to schedule an appointment with an authorized BMW center as soon as possible to have the remedy performed. To locate your nearest authorized BMW center, please visit [bmwusa.com/dealer](https://www.bmwusa.com/dealer).

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://www.bmwusa.com/myBMW). Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.

Q7. How will my vehicle be remedied?

Potentially affected vehicles will receive a software update that will prevent the engine starter from being overloaded, for free which should take about one hour.

Q8. Do I have to wait for BMW to contact me to have the remedy performed?

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).