



SIB 12 05 24

2024-08-02

RECALL 24V-576: B58C/D ENGINE STARTER - REPEATED LONG DURATION CRANK ATTEMPTS

This Service Information Bulletin (Revision 1) replaces SI B12 05 24 dated **July 2024**.

What's New:

- SIB title changed
- Recall # added to SIB title
- Situation updated
- Procedure, Claim Information added
- Attachments updated with Recall #

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|--------------------------------|
| THIS REPAIR IS MOBILE FRIENDLY |
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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.

If a prior engine starter motor-related mechanical and/or damage issue has already occurred to an affected vehicle, the engine may become hard to start, or it may not start at all.

Should the vehicle's operator respond by trying to start the engine repeatedly with excessively long cranking attempts, this may cause a consequential starter motor electrical overload condition to occur.

If the vehicle's engine starter motor/oil sump acoustic protection cover material is overly contaminated, for example by oil, in an extreme case this could lead to a thermal event.

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

PROCEDURE

Important Note: Some of these vehicles may also be affected by the following technical action:

- 0012240600 Check starter, if necessary, replace.

When applicable, please to your best to ensure that both technical actions are performed and processed at the same time.

Determine what is the vehicle's current I-level by either using AIR or the Key Reader/Aftersales Workplace (AWP) application and compare the vehicle's current I-level.

Is the vehicle's I-level below S15A- 23-11-520 / S18A-23-11-525?

Yes: Program the vehicle to S15A-23-11-520/S18A-23-11-525 or higher released with ISTA 4.44.2x. (available as of 12 October 2023) or a more recent version.

No: No repair is required.

Important Note: It is imperative that programming is carried out with the above-mentioned or a more recent I-level!

Please note the programming information in the workshop system and the corresponding notes in the user documentation.

CLAIM INFORMATION

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher instead when applicable (This includes 00 00 006 or 00 00 556, 61 21 528, and 61 00 730).

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

As determined by the above, reimbursement for this Recall will be via normal claim entry utilizing the work package information below that applies.

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|-------------------------|--|
| Plusposition (+) | Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop |
| Main work | The vehicle arrives for this Action, no other Main work will be performed/claimed during this workshop visit |

| | | |
|---------------------|-------------------|---|
| Repair Code: | 0012230600 | G0x G1x G20 B58C/D Vehicle Software Update |
|---------------------|-------------------|---|

Below are the special flat rate labor operation code choices for this action.

Vehicle Programming and Encoding.

| Work Pkg | Labor Operation | Description | Labor Allowance |
|-----------------|------------------------|---|------------------------|
| # 1 | 00 76 935 | Program and encode the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528) (Plusposition) | 8 FRU |
| Or: | | | |
| # 2 | 00 76 298 | Program and encode the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528) (Main work) | 10 FRU |

Or:

Service Action 0012240600 also showed Open on the Vehicle
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That Repair (Main or Plusposition), and this Repair, were Performed together during the same Workshop Visit.

| Work Pkg | Labor Operation | Description | Labor Allowance |
|----------|-----------------|--|-----------------|
| # 5 | 00 76 943 | Program and encode the vehicle control units only (The "Vehicle Test" portion is carried out via Service Action 0012240600 which includes 00 00 556 or 00 00 006/61 21 528) (Associated work) | 4 FRU |

Or the:

Vehicle is already at the Specified Target integration level or higher.

| Work Pkg | Labor Operation | Description | Labor Allowance |
|----------|-----------------|---|-----------------|
| # 3 | 00 76 936 | Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair prior to or during this workshop visit (vehicle is already at the specified Target integration level or higher, no repair is necessary) (Plusposition) | 1 FRU |
| Or: | | | |
| # 4 | 00 76 299 | Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair prior to or during this workshop visit (vehicle is already at the specified Target integration level or higher, no repair is necessary) (Main work) | 1 FRU |

Only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the technician's RO notes and in the claim comments (For example: B12 05 24 WP 1), unless otherwise required by State law.

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that

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(*) 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.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Only after a prior engine no start condition that is due to an issue with an Affected Vehicle's starter motor had already occurred, this Recall repair updates the vehicle's software to address a "very specific consequential condition" that is caused by the actions of the vehicle operator where "many repeated attempts" were made to try to start the vehicle. Based on the type of Recall repair being performed under this action, a reimbursement request for a qualifying prior customer-pay repair is not likely.

Separate from this Vehicle Software Update Recall repair, some Affected Vehicles will also require a starter motor replacement under Service Action 0012240600.

However, should your center have a prior repair reimbursement question, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

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 |

Supporting Materials

[picture_as_pdf B120524 RECALL 24V-576-B58-EngineStarter-FAQ-\(2Aug2024\)a.pdf](#)

[picture_as_pdf B120524 Recall Notice \(2Aug2024\)a.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-576: 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-576
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).