



## SIB 12 13 25

### RECALL 25V-644: REPLACE STARTER – B58

2025-11-03

This Service Information Bulletin (Revision 2) replaces SI B12 13 25 dated **October 2025**.

#### What's New:

- Parts Information updated

|                          |                                                       |
|--------------------------|-------------------------------------------------------|
| <input type="checkbox"/> | THIS REPAIR IS MOBILE FRIENDLY                        |
| <input type="checkbox"/> | THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY |

## MODEL

| E-Series | Model Description          | Production Date                      | Affected Engine Type |
|----------|----------------------------|--------------------------------------|----------------------|
| G05      | X5 Sports Activity Vehicle | July 11, 2018 – July 29, 2020        | B58C                 |
| G06      | X6 Sports Activity Coupe   | July 15, 2019 – July 29, 2020        | B58C                 |
| G07      | X7 Sports Activity Vehicle | October 30, 2018 – July 29, 2020     | B58C                 |
| G12      | 7 Series Sedan             | February 12, 2019 – June 13, 2022    | B58C                 |
| G14      | 8 Series Convertible       | February 18, 2019 – February 6, 2025 | B58C                 |
| G15      | 8 Series Coupe             | June 11, 2019 – February 11, 2025    | B58C                 |
| G16      | 8 Series Gran Coupe        | June 24, 2019 – February 10, 2025    | B58C                 |
| G20      | 3 Series Sedan             | February 21, 2019 – July 28, 2020    | B58D                 |

## 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 September 26, 2025, 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 September 25, 2025) on certain Model Year 2019 - 2025 BMW vehicles that were produced between July 11, 2018, and February 11, 2025.

This safety recall involves the engine starter. In certain cases, the engine starter may not start the vehicle properly. These improper starting attempts could result in local overheating of the engine starter. If the starter overheats, locally, during these starting situations, the engine acoustic protection material can be ignited if contaminated. In rare cases, this could lead to a thermal event while driving or shortly after parking, if the vehicle had a starting event shortly before being parked.

The Recall Notice and FAQ have been attached for further information.

## CAUSE

In certain cases, the engine starter may not start the vehicle properly. These improper starting attempts could result in local overheating of the engine starter.

## CORRECTION

Replace the starter.

## PROCEDURE

Replace the starter as described in the repair instructions RA 1241020 Removing and installing / replacing the starter.

Notes on the procedure for replacing the starter:

- If the acoustic plug (part number 12 41 8571349) from the removed starter is not damaged, the acoustic plug can be reused. If the acoustic plug is damaged, it must be replaced.
- On the procedure for replacing the starter: Contrary to the repair instructions RA 1241020 above and the procedure described therein, the front and rear unit under-guard (RA 5147490 and RA 5147491) does not have to be removed and installed on the G20.

## PARTS INFORMATION

Use and Invoice the part numbers below that apply (WP 1 and WP 3).

Please review the weekly Parts Matrix for the latest ordering information.

| Part Number     | Description                                           | Quantity | Comment                       |
|-----------------|-------------------------------------------------------|----------|-------------------------------|
| 12 41 5 B91 3B9 | Starter motor                                         | 1        | All                           |
| 07 12 9 907 896 | Hexagon bolt                                          | 3        | All                           |
| 12 41 8 571 349 | Acoustic Plug                                         | 1        | Only if damaged               |
| 51 33 7 025 635 | Clip                                                  | 1        | Only if damaged               |
| 07 14 6 886 617 | Combination screw ASA (M10x27 10.9 ZNS) <b>(G0x)</b>  | 10       | If necessary                  |
| 07 14 6 885 805 | Combination screw ASA (M10x25 ZNS3) <b>(G20)</b>      | 9        | All                           |
| 31 10 6 870 648 | Hexagon head screw with washer <b>(G14, G15, G16)</b> | 12       | If necessary <sup>[AM1]</sup> |

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants (in sublet), one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group's resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

## CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and for WP 1 and WP 3, the part numbers above that apply.

|                     |                   |                                                                    |
|---------------------|-------------------|--------------------------------------------------------------------|
| <b>Repair Code:</b> | <b>0012590600</b> | <b>G0x G1x G2x B58TU1 (without hybrid) Replacing starter motor</b> |
|---------------------|-------------------|--------------------------------------------------------------------|

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

**Completion before the first vehicle delivery to a customer (New in-stock/No in-service date), or the vehicle is already in the workshop for another reason and/or repair.**

| Work Package | Labor Operation | Description (Plusposition) | Labor Allowance |
|--------------|-----------------|----------------------------|-----------------|
| ...          | ...             | ...                        | ...             |

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|     |           |                                                                          |       |
|-----|-----------|--------------------------------------------------------------------------|-------|
| Or: |           |                                                                          |       |
| # 2 | 00 78 864 | Vehicle has already been completed by another repair or technical action | 1 FRU |

Or:

**The vehicle arrives at your center and this Recall shows open (No other Main work will be performed or claimed during this workshop visit).**

| Work Package | Labor Operation | Description (Main work)                                                  | Labor Allowance |
|--------------|-----------------|--------------------------------------------------------------------------|-----------------|
| # 3          | 00 78 291       | Replacing the starter motor                                              | As applicable   |
| Or:          |                 |                                                                          |                 |
| # 4          | 00 78 292       | Vehicle has already been completed by another repair or technical action | 1 FRU           |

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.

### Claim Repair Comments

Reference the SIB number, the issue (briefly), and the work package (WP) number performed in the technician's RO notes, and in the claim comments (For example: B12 13 25 Replace Starter WP 1), unless otherwise required by State law.

### Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code noted above as follows:

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

### Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

For Affected Vehicles beyond the 4/50 coverage, BMW of North America, LLC will reimburse certain cost for qualifying customer-pay repairs that primarily address a failed engine starter motor when it was performed prior to the release of this Recall's repair (Remedy) procedure.

The repair facility's procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.

### Requesting Reimbursement for a Previous Repair that Qualifies

For a customer to request reimbursement for a qualifying customer-pay repair performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please have them submit their reimbursement request online at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

BMW SR 25V-644 Engine Starter Motor

### Reimbursement Request Procedure

The online process is initiated by attaching/sending legible PDF files of the required supporting documentation for the previously paid repair.

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- Please refer to the attachment B121325\_AT\_3 SR TA RBMT Procedure 10\_2025,
- or BMW-RP.com for additional information about what repair order (RO)/invoice documentation is required

A copy of this reimbursement PDF can be printed and provided to the customer.

The alternative method to request a reimbursement with the required documentation, either through the mail or by fax, is described below:

BMW Customer Reimbursement Center  
Attention: BMW SR 25V-644 Engine Starter Motor  
P.O. Box 54067  
Hurst, Texas 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

### **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 (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available and their corresponding FRU allowances.

### **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                                                                     |

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#### Supporting Materials

[picture\\_as\\_pdf B121325 Recall Notice.pdf](#)

[picture\\_as\\_pdf B121325\\_25V-644-Starter-6-cyl.-Engines-FAQ-\(25Sep2025\).pdf](#)

[picture\\_as\\_pdf B121325\\_AT\\_3 SR TA RBMT Procedure 10\\_2025.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 25V-644: Replace Starter – B58 – B12 13 25

BMW AG is conducting a Voluntary Safety Recall (effective September 25, 2025) on certain Model Year 2019 - 2025 BMW vehicles that were produced between July 11, 2018, and February 11, 2025.

**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.



# BMW

## **Safety Recall (SR) Notice B12 13 25 / NHTSA Recall 25V-644**

### **Engine Starter Malfunction due to Water Intrusion**

Certain model year X5 sDrive40i/xDrive40i, X6 sDrive40i/xDrive40i, X7 xDrive40i, 740Li Sedan/xDrive Sedan, 840i Convertible/xDrive Convertible, 840i Coupe/xDrive Coupe, 840i Gran Coupe/xDrive Gran Coupe, and M340i Sedan/xDrive Sedan vehicle models are affected.

### **What is the specific issue?**

This safety recall involves the vehicle's engine starter motor.

For the affected vehicles, water can penetrate the engine starter and lead to corrosion. As a result, the engine may no longer start. A short circuit may also occur, leading to local overheating of the starter. This can also occur when the vehicle is switched off.

### **Have you previously paid for this repair?**

Prior to the announcement of Safety Recall 25V-644, if you previously paid for a engine starter motor replaced because it failed, you may be eligible to be reimbursed for certain previously paid repair costs that qualify.

To request a reimbursement review of your previous customer pay repair invoice (Authorized BMW center or an independent repair shop), please submit your request on-line at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

### **• BMW SR 25V-644 Engine Starter Motor**

### **Reimbursement Request Procedure**

The on-line process is initiated by attaching/sending legible PDF files of the required supporting documentation for the previously paid repair. Please refer to [BMW-RP.com](http://BMW-RP.com) for additional information about what repair order (RO)/invoice documentation is required.

The alternative method to request a reimbursement with the required documentation, either through the mail or by fax, is described below:

BMW Customer Reimbursement Center  
Attention: BMW SR 25V-644 Engine Starter Motor  
P.O. Box 54067  
Hurst, Texas 76054

Fax number: 877-434-2992

### **Please allow 4-6 weeks for processing your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

Sincerely,

BMW of North America, LLC

### **Company**

BMW of North America, LLC  
BMW Group Company

### **Website**

[www.bmwusa.com](http://www.bmwusa.com)

**BMW Engine Starter Motor Recall**  
**Previous Customer-Pay Repair Reimbursement – Required Documentation Checklist**

Reimbursement for a qualifying customer pay repair is available to the BMW owner/lessee who incurred the expense. The questions below will assist you in reviewing your repair order/invoice documentation.

| Prior Repair Review Questions                                                                                             | Answers - One per Row         |    |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------|----|
| Did a prior repair to your vehicle address a failed engine starter motor (Installed BMW Genuine Part)?                    | Yes, next                     | No |
| Did you pay for this repair                                                                                               | Yes, next                     | No |
| Does the repair facility's documentation confirm that the engine's starter motor was the primary issue with your vehicle? | Yes, proceed to the checklist | No |

When a Prior Repair Review Question's result is a "No" response, no further action is required.

**A qualifying customer pay repair must primarily be for the replacement of a failed BMW engine starter motor, genuine original or replacement (non-aftermarket). Also, the repair facility's procedures to address the situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.**

**Required Repair Order (RO) or Invoice Documentation - Checklist**

For a previous repair reimbursement request, please include a completed copy of this page 2 Required Documentation Checklist (one per repair/request) together with legible copies (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email address(es).

This documentation must include the following information:

- ☐ Customer name and address
- ☐ Vehicle Identification Number ("VIN")
- ☐ The date of repair
- ☐ The mileage when the repair was performed
- ☐ Itemized list of labor charges for all repairs\* including diagnosis
- ☐ Itemized list of parts (Part numbers), including any miscellaneous items, billed for all repairs\*

(\*) For repair orders containing multiple repair line items, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this component issue and repair-specific extended limited warranty.

**Required Proof of Payment Documentation**

Please provide a copy of at least **one** of the following items as valid proof of payment:

- ☐ Repair order (RO)/invoice stamped and dated as "PAID"
- ☐ Cancelled check
- ☐ Signed credit/debit card receipt
- ☐ Credit/debit card statement

**BMW of North America, LLC ("BMW NA") reserves the right to review and adjust/reduce the amount that will be reimbursed based on what is normally recognized as customary, fair, and reasonable, to diagnose, perform a repair, or replace a component (including the applicable and scope of replacement parts, and related materials) to address an operational issue with the vehicle.**

**Except for reasonable account number protection measures, illegible, altered/modified, incomplete, non-authentic and/or fabricated repair order/invoice documentation will not be accepted.**



**Safety Recall**  
**25V-644**  
**Starter – 6-cyl. Engines**  
**Model Year 2019-2025**  
**BMW 3 Series, 7 Series, 8 Series**  
**BMW X5, X6, X7**  
**09/25/2025**

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

Certain Model Year 2019-2025 BMW 3 Series, 7 Series, 8 Series, X5 SAV, X6 SAV, and X7 SAV models, in the US are potentially affected.

**Q2. What is the specific issue?**

This safety recall involves the engine starter. In certain cases, the engine starter may not start the vehicle properly. These improper starting attempts could result in local overheating of the engine starter. If the starter overheats, locally, during these starting situations, the engine acoustic protection material can be ignited if contaminated. In rare cases, this could lead to a thermal event while driving or shortly after parking, if the vehicle had a starting event shortly before being parked.

**Q2a. This sounds familiar. My vehicle was repaired under BMW Safety Recall 24V-576. Do I need to have it repaired again?**

Yes. If you had the vehicle repaired under safety recall 24V-576, you need to have it repaired again.

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

This recall affects vehicle models with a specific engine starter and vehicle configuration from a specific supplier produced during a specific period of time.

**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://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://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://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://bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.

**Q7. How will my vehicle be remedied?**

Potentially affected vehicles will have the starter replaced *for free*.

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

Yes. BMW is currently in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with an authorized BMW center. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://bmwusa.com/recall).