



SIB 12 09 26

RECALL 26V-441: REPLACE STARTER - PHEV

2026-09-23

This Service Information Bulletin (Revision 1) replaces SI B12 09 26 dated **September 2026**.

☐	THIS REPAIR IS MOBILE FRIENDLY
☐	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

What's New:

- Recall # added to SIB title
- Situation revised
- Correction added
- Procedure added
- Parts and Claim Information added
- SR TA RBMT Procedure attachment added

MODEL

E-Series	Model Description	Production Date
G12	7 Series Sedan PHEV	March 14, 2016 – February 14, 2019
G30	5 Series Sedan PHEV	February 28, 2017 – June 18, 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 July 9, 2026, 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 8, 2026) on certain Model Year 2017 - 2020 BMW vehicles that were produced between March 14, 2016 and June 18, 2020.

This safety recall involves the engine starter. In some cases, water could contact the starter's electrical relay and, over time, lead to corrosion. Corrosion inside the starter relay could affect the electrical connection within the relay and the ability to start the engine. In certain cases, corrosion inside the starter relay could also lead to a short-circuit and possible overheating of the starter. In an extreme case, this could cause a thermal event, during vehicle operation or when the vehicle is parked and the ignition is off.

BMW AG strongly recommends that you park your vehicle outdoors but not in the immediate vicinity of buildings until the repair is carried out.

If necessary, the batteries can also be disconnected.

Set the ignition lock to position 0 before disconnecting or connecting the battery.

- Make sure that no charger is connected to the jump start terminal point in the engine compartment.
- Disconnect the negative battery cable from the battery.
- For vehicles with an auxiliary battery: Disconnect the negative battery cables from the auxiliary battery.
- Alternatively, regardless of the number of batteries at the jump start terminal point in the engine compartment, the starter motor connecting cable can be disassembled.

CORRECTION

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Replace the starter.

PROCEDURE

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

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.

YOCV Campaign Code

14 teeth – 3105430198

17 teeth - 3105412311

Please note that the old starter motor pinion has 16 or 19 teeth, whilst the new starter motor pinion has 14 or 17 teeth.

Parts list for vehicles with an **old** starter motor (pinion: 16 teeth)

Part Number	Description	Quantity
12 41 5 BBD 9B0	Starter motor (PHEV) – 14 teeth	1
12 41 8 571 349	Acoustic plug	1
31 10 6 870 648	Hexagon screw with washer	Up to 20

Old part number installed (for reference only)

12 41 8 685 988

12 41 5 A7E 948

12 41 8 691 765

12 41 5 A7F 916

Parts list for vehicles with an **old** starter motor (pinion: 19 teeth)

Part Number	Description	Quantity
12 41 5 BBD 991	Starter motor (PHEV) – 17 teeth	1
12 41 8 571 349	Acoustic plug	1
31 10 6 870 648	Hexagon screw with washer	Up to 20

Old part number installed (for reference only)

12 41 5 5A7 944

12 41 5 A7F 8F8

12 41 8 643 641

12 41 8 643 642

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, with the part numbers above.

Repair Code:	0012840600	G12 G30 B48 PHEV Replacing starter motor
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Below are the special flat rate labor operation code choices for this action.

The vehicle is already in the workshop for another reason and/or repair.

Work Package	Labor Operation	Description (Plusposition)	Labor Allowance
# 1	00 79 965	Replacing the starter motor	As applicable
Or:			
# 2	00 79 966	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 79 363	Replacing the starter motor	As applicable
Or:			
# 4	00 79 364	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 09 26 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.

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 possible vehicle model 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.

Reimbursement of a Prior Customer-Pay “Recall Remedy Comparable” Repair (TREAD Act)

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 under the following reference:

BMW SR 26V-441 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.

- Please refer to the attachment B120926_AT_3 SR TA RBMT Procedure 09_2026, or
- BMW-RP.com for additional information about what repair order (RO)/invoice documentation is required

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

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

BMW Customer Reimbursement Center
Attention: BMW SR 26V-441 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.

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 B120926 Recall Notice.pdf](#)

[picture_as_pdf B120926_26V-441-Starter-4-cyl.-Engines-PHEV-FAQ-\(03Jul2026\).pdf](#)

[picture_as_pdf B120926_AT_3 SR TA RBMT Procedure 09_2026.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 26V-441: Replace Starter – PHEV – B12 09 26

BMW AG is conducting a Voluntary Safety Recall (effective July 8, 2026) on certain Model Year 2017 - 2020 BMW vehicles that were produced between March 14, 2016 and June 18, 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.



BMW

Safety Recall (SR) Notice B12 09 26 / NHTSA Recall 26V-441

Engine Starter Motor

Certain model year 740Le xDrive iPerformance (G12 - XB1H), 530e iPerformance, and 530e xDrive iPerformance (G30 - XB1H) PHEV models are affected.

What is the specific issue?

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

This safety recall involves the engine starter. In some cases, water could contact the starter's electrical relay and, over time, lead to corrosion. Corrosion inside the starter relay could affect the electrical connection within the relay and the ability to start the engine. In certain cases, corrosion inside the starter relay could also lead to a short circuit and possible overheating of the starter. In an extreme case, this could cause a thermal event, during vehicle operation or when the vehicle is parked and the ignition is off.

Have you previously paid for this repair?

Prior to the announcement of Safety Recall 26V-441, 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.

A qualifying customer pay repair must primarily be for a repair to address a covered issue with the the vehicle's engine starter motor . 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.

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 under the following reference:

• BMW SR 26V-441 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 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 26V-441 Engine Starter Motor
P.O. Box 54067
Hurst, Texas 76054

Fax number: 877-434-2992

Company
BMW of North America, LLC
BMW Group Company

Website
www.bmwusa.com

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

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	
Was a prior repair performed on your vehicle to address a failed engine starter motor (Installed BMW Genuine Part**)?	Yes, next	No
Did you pay for this repair prior to the announcement of the BMW Safety Recall?	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.

Required Repair Order (RO) or Invoice Documentation - Checklist

For your previous customer paid repair reimbursement request, please include a copy of your completed page 2 document (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 (including any and all aliases), and address (Current address also if it has changed since the repair)
- ☐ Full 17-Character Vehicle Identification Number ("VIN")
- ☐ The date of repair
- ☐ The **mileage on your vehicle** when the repair was performed*
- ☐ Itemized list of labor charges for all repairs* including diagnosis
- ☐ Itemized list of **part numbers, descriptions, and quantities**, 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.

Repair orders/invoices missing the vehicle's mileage, and/or those containing only part descriptions with no corresponding part numbers can either delay, or may be insufficient to support processing your reimbursement request.

(**) You may elect to use non-genuine BMW parts for non-warranty repairs, or repairs beyond the a BMW limited warranty. As it relates to prior repair reimbursements, if an installed non-genuine BMW part was replaced again with another non-genuine BMW part, BMW NA is not obligated to pay for the subsequent repair performed using non-genuine BMW parts, and/or for any repairs for damage that results from using non-genuine BMW parts.

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, related materials, and the amount charged for shop supplies/document fees, if excessive) 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
26V-441
Starter – 4-cyl. Engines
Model Year 2018-2020
BMW 3 Series, 5 Series, 7 Series
Plug-In Hybrid Electric Vehicles (PHEV)

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2018-2020 BMW 3 Series, 5 Series, and 7 Series models in the US are potentially affected.
- Q1a. This sounds familiar. Was there an earlier Safety Recall on this topic?**
Yes. The earlier Safety Recall was 25V-636.
- Q1b. What is the difference between the earlier Safety Recall and this new Safety Recall?**
This new Safety Recall applies specifically to Plug-In Hybrid Electric Vehicles (PHEV).
- Q1c. Why weren't these vehicles part of the earlier Safety Recall?**
Ongoing quality analyses now suggest that these PHEV vehicles be subject to a Safety Recall.
- Q2. What is the specific issue?**
This safety recall involves the engine starter. In some cases, water could contact the starter's electrical relay and, over time, lead to corrosion. Corrosion inside the starter relay could affect the electrical connection within the relay and the ability to start the engine. In certain cases, corrosion inside the starter relay could also lead to a short-circuit and possible overheating of the starter. In an extreme case, this could cause a thermal event, during vehicle operation or when the vehicle is parked and the ignition is off.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
This recall affects vehicle models with a specific engine starter 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. **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.

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at 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 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 which should take about an hour.
- 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.
- Q9. Should I park my vehicle outside?**
Owners are advised to park their vehicles outside and away from structures until the recall remedy is complete.