BMW SI B12 26 18   September 2018
Engine Electrical Systems   Technical Service

SERVICE ACTION: REPLACE THE STARTER MOTOR F30/G12 PHEV

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

F30 PHEV (330e iPerformance)	G12 PHEV (740e xDrive iPerformance)

AFFECTED VEHICLES

This Service Action involves certain F30 & G12 PHEV vehicles produced from November 2, 2015 to April 10, 2017.

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

SITUATION

Due to high impact energy when engaging, the circlip for the starter motor pinion positioning may break which may cause the pinion to move in the direction of the starter jaw, causing a a damage of the starter motor. Also, a consequential damage to the flywheel (torsional vibration damper) and automatic transmission may occurr.

CORRECTION

Replace starter motor and program DME control unit

PROCEDURE

NOTE: Only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information may be found in REP 61 00… Observe safety instructions when handling electric vehicles.

1. Replace starter motor as described in REP "12 41 020 - Removing and installing/replacing the starter motor."

2. Program the vehicle with ISTA 4.11.2x or higher.

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply (SI B04 23 10).

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

PARTS INFORMATION

Part Number	Description	Quantity
12 41 8 643 642	Starter motor exchange	1

WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:	0012660400	

The vehicle is already in the workshop for another repair that includes Main work

Labor Operation:	Labor Allowance:	Description:
00 66 687	20 FRU (F30); 25 FRU (G12)	Replacing starter motor and programming and encoding the vehicle (includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work)
Or:		
00 66 688	12 FRU (F30); 17 FRU (G12)	Replace the starter motor (programming and encoding was performed previously in conjunction with another campaign or repair, the vehicle is already at the specified "Target" integration level or higher) (Plus work)
Or:		
00 66 689	1 FRU (All)	Starter replacement, programming and encoding already performed through another Technical Campaign and/or repair (Plus work)

Or:

Completion after vehicle delivery to the customer (No other Main work performed/claimed)

Labor Operation:	Labor Allowance:	Description:
00 66 107	22 FRU (F30); 26 FRU (G12)	Replacing starter motor and programming and encoding the vehicle (includes connecting an approved battery charger/power supply and performing a vehicle test) (Main work)
Or:		
00 66 108	14 FRU (F30); 18 FRU (G12)	Replace the starter motor (programming and encoding was performed previously in conjunction with another campaign or repair, the vehicle is

		already at the specified "Target" integration level or higher) (Main work)
Or:		
00 66 109	1 FRU (All)	Starter replacement, programming and encoding already performed through another Technical Campaign and/or repair (Main work)

Consequential Repair

When additional work and/or parts are required as a "direct result" of performing the repair that addresses the issue outlined in this Service Information bulletin, claim these items under the defect code listed above together with the corresponding labor operations listed in the KSD2/AIR.

Vehicle Programming and Encoding

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur "during" this programming procedure:

   • Please claim this "consequential" control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

   Please explain this additional work (The why and what) on the repair order and in the claim comments section.

B. For control module failures that occurred "prior" to performing this programming procedure:

   • When "covered" under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in KSD2/AIR.

Please explain the reason for all consequential and/or additional repair work (the why and what) on the repair order and in the claim comments section.

And, as applicable:

Overlapping Labor Procedure – Other Repairs

If invoicing the KSD2/AIR flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you are able to:

   • Replace the stated KSD2 "FRU allowance" with a "reduced FRU value" to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a "reduced FRU value."

Alternative Mobility Solution (AMS) for Vehicle Owners

This Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect 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.