

**SIB 12 06 24**

2025-01-29

SERVICE ACTION: G0x G12 G20 B58C/B58D STARTER CHECK, IF NECESSARY, REPLACEThis Service Information Bulletin (Revision 1) replaces SI B12 06 24 dated August 2024.**What's New:**

- Claim Information updated

THIS REPAIR IS MOBILE FRIENDLY**MODEL**

E-Series	Model Description
G05	X5 Sports Activity Vehicle
G06	X6 Sports Activity Coupe
G07	X7 Sports Activity Vehicle
G12	7 Series Sedan
G20	3 Series Sedan

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.

SITUATION

BMW AG has decided on a service campaign for certain vehicles from the G0x, G12 and G20 series.

Please have the starter motor checked and, if necessary, replaced in the vehicles concerned (according to the vehicle identification number selection) if possible before vehicle delivery.

If vehicles have already been delivered, please have the measure carried out the next time the vehicles enter the workshop.

A bolting fault on the long bolt screws can cause the magnets in the starter motor to twist. As a result, the power of the starter motor decreases. As a result, the engine does not start.

PROCEDURE

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

- 0012230600 Programming control units (DME/starter motor) (B12 05 24)

Please ensure that, if possible, both technical actions are processed at the same time.

1. Read out the fault memory and use the follow path.
 - a. Troubleshooting
 - b. Functional structure
 - c. Drive
 - d. Engine start and Automatic Start/Stop function
 - e. Pinion starter motor
 - f. Starter motor and starter motor relay
 - g. Engine start test module

2. Start the function check and follow the instructions in the test module.

3. If the starter motor is diagnosed as “defective” based on the test module, the starter motor must be replaced. Follow repair instructions REP 12 41 020 Removing and installing/replacing the starter motor.

OTHER ISSUES CAUSING STARTER MOTOR OPERATIONAL ISSUES

Important Note: If a potentially defective starter motor is diagnosed, yet the defect is not caused by the starter motor itself but by some other components, such as wires and plug connections; and/or the supply of the pinion starter motor, etc. which are not the focus of the test module’s operation check, these types of issues are beyond the scope of this Service Action.

It is important to notify the customer that these other issues may have to be diagnosed and repaired separately, and that these repairs are not claimable under this technical campaign.

Should this situation occur, please review to determine if other coverage is available and if it applies.

PARTS INFORMATION

When required, only use, and invoice the part numbers listed below.

Part Number	Description	Quantity	Comment
12 41 8 671 505	Starter motor	1	Only if necessary
07 12 9 907 896	Hexagon bolt	3	Only if necessary

Note: Small parts, such as screws, nuts, and seals, which must be replaced in accordance with ISTA repair instructions, must be selected from the Electronic Parts Catalog in accordance with the corresponding vehicle type and invoiced under the special repair code of this technical campaign.

CLAIM INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the work package information below that applies, and when required, the part numbers above.

Plusposition (+)	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, identified by the “ (Plusposition) ” reference in the descriptions below.
Main work	The vehicle arrives for this Recall, no other Main work will be performed/claimed during this workshop visit, identified by the “ (Main work) ” reference in the descriptions below

Repair Code:	0012240600	G0x G12 G20 B58C Check and, if necessary, replace starter motor
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Below are the special flat rate labor operation code choices for this action.

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 76 937	Checking the starter motor with the diagnosis tester (Plusposition)	5 FRU
Or:			
# 2	00 76 300	Checking the starter motor with the diagnosis tester (Main work)	6 FRU
And:			
When required	00 76 939	Additional work: Replacing the starter motor based on the test module results	As applicable

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Or the:

Update Vehicle Software Recall 0012230600 (SI B12 05 24) also showed Open on the Vehicle

Work Pkg	Labor Operation	Description	Labor Allowance
# 3	00 76 938	Checking the starter motor with the diagnosis tester (The “Vehicle Test” portion is carried out via Recall 0012230600 which includes 00 00 556 or 00 00 006/61 21 528) (Associated work)	1 FRU
And:			
When required	00 76 939	Additional work: Replacing the starter motor based on the test module results (Associated work)	As applicable

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 06 24 WP 1 or B12 06 24 WP 1 replace starter), unless otherwise required by State law.

Note: The TREAD Act reimbursement procedure does not apply to this Service Action’s repair remedy.

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.

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.

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

