



**SIB 12 10 20**

2020-08-14

**RECALL 20V-465: CHECK STARTER BOLT**

This Service Information bulletin (Revision 3) replaces SI B12 10 20 **dated August 2020**

**What's New:**

- Recall # assigned
- Warranty information added

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**

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	July 10, 2020
G07	X7 Sports Activity Vehicle	July 10, 2020

**AFFECTED VEHICLES**

Vehicles which require this Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

**SITUATION**

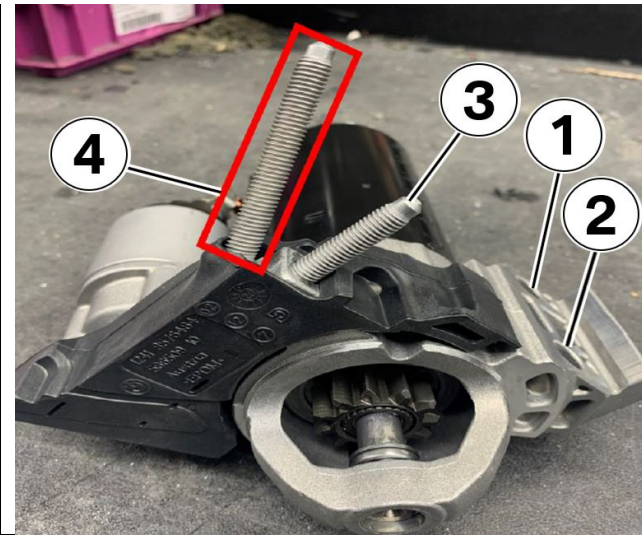
BMW AG has issued a Delivery Stop (effective July 30, 2020) on a small number of Model Year 2020 BMW vehicles that were produced on July 10, 2020. As of August 5, 2020, this Delivery Stop has been upgraded to a Recall.

A bolt may have been incorrectly attached to the starter. The bolt could inadvertently fall into the transmission housing which could lead to damage and the possibility of stalling.

**PROCEDURE**

1. Remove the starter as per repair Instruction 12 41 020 "Removing and installing or replacing the starter motor"

	<p>2. Remove the starter as per repair Instruction 12 41 020 "Removing and installing or replacing the starter motor"</p> <p>-Three starter bolts (1) -Starter assembly (2)</p>
	<p>3. Inspect the starter bolt locations.</p>



Correct (1)

Correct (2)

Correct (3)

Incorrect (4)

Remove the bolt in position 4 found in the picture.

If the black acoustic plug is damaged, then it must be replaced.

4. Inspect the starter housing for damage.

Inspect the starter installation area for damage. Replace damaged components.

5. Using a borescope inspect the inside of the transmission bell housing for any bell extra fasteners.

If any are found remove them and inspect the surrounding area for damage. Repair as needed.

6. If additional damage is found, then create a TSARA Hotline case and wait for a response.

7. Reassemble the vehicle as per repair Instruction 12 41 020 “Removing and installing or replacing the starter motor”.

**PARTS INFORMATION**

The Bulletin is being published with the inspection procedure as parts may not be required. The Bulletin will be updated with the parts list once parts become available.

Please refer to the Parts Matrix for ordering procedure.

Required for all inspections.

Part Number	Description	Quantity
07 14 6 886 617	Bolts	10

**WARRANTY INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and as required, the part numbers listed above that apply:

<b>Defect Code:</b>	<b>0012390500</b>
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 813	Checking the starter motor and checking the transmission housing with an endoscope (No repair is necessary)	12 FRU (G07); 13 FRU (G05, G06);

			14 FRU (G05 X5 xDrive45e)
Or:			
# 2	00 69 814	Replacing the starter motor and the noise damping plug and checking the transmission housing with an endoscope	12 FRU (G07); 13 FRU (G05, G06); 14 FRU (G05 X5 xDrive45e)
Or:			
# 3	00 69 815	Replacing the noise damping plug and checking the transmission housing with an endoscope	12 FRU (G07); 13 FRU (G05, G06); 14 FRU (G05 X5 xDrive45e)

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 Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 4	00 69 282	Checking the starter motor and checking the transmission housing with an endoscope (No repair is necessary)	13 FRU (G07); 15 FRU (G05, G06)
Or:			
# 5	00 69 283	Replacing the starter motor and the noise damping plug and checking the transmission housing with an endoscope	14 FRU (G07); 15 FRU (G05, G06)
Or:			
# 6	00 69 284	Replacing the noise damping plug and checking the transmission housing with an endoscope	14 FRU (G07); 15 FRU (G05, G06)

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, 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 RO technician notes and the claim comments (For example: B12 10 20 WP 1), unless otherwise required by State law and if additional repairs are performed as recommended in response to your TSARA Hotline case.

And, as applicable:

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

This Recall 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.

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

Based on the current age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you receive a reimbursement request from a customer for a prior repair that may qualify, 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.

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

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### Supporting Materials

[picture\\_as\\_pdf B121020 Recall Notice.pdf](#)

[picture\\_as\\_pdf B121020\\_2020-BMW-MY2020-G0x-StarterMotorBolt-QA-\(5Aug2020\).pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 20V-465: Check Starter Bolt – B12 10 20

BMW AG has issued a Delivery Stop (effective July 30, 2020) on a small number of Model Year 2020 BMW vehicles that were produced on July 10, 2020. As of August 5, 2020, this Delivery Stop has been upgraded to a Recall.

**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 20V-465  
Starter Motor Bolt  
Model Year 2020  
BMW X5 SAV / X7 SAV  
Last Update: 08/13/2020**

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

Certain Model Year 2020 BMW X5 SAV and X7 SAV in the US, produced on July 10, 2020, are potentially affected.

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

One of the bolts for the starter motor may not have been attached properly. This bolt could inadvertently fall into the transmission housing which could lead to starter motor damage or the possibility of stalling. This may be noticed by unusual noise from the area of the engine/transmission.

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

Other models have all starter motor bolts attached properly.

**Q4. Can I continue to drive my vehicle?**

Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

**Q5. Can I determine if this issue exists in my vehicle?**

No. However, if this issue occurs, carefully move away from traffic and pull over to a safe location as soon as possible. If it is safe to do so, all occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle. **Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.**

**Q6. How did BMW Group become aware of the issue?**

BMW Group became aware of the issue through our quality control procedures.

**Q7. How will I be informed of this Safety Recall?**

Letters will be mailed to owners in September via First Class mail advising them of this Safety Recall and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. You can locate your nearest authorized BMW center at [www.bmwusa.com/dealer](http://www.bmwusa.com/dealer). To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at [www.bmwusa.com/myBMW](http://www.bmwusa.com/myBMW). Registration is free and will give them access to factory-initiated campaigns and other information specific to their BMW.

**Q8. How will my vehicle be repaired?**

The affected starter motor bolt will be inspected and, if necessary, attached properly. If the starter motor is damaged, it will be replaced. This repair will be performed for free and will take about one hour.

**Q9. Do I have to wait for my letter to have my vehicle serviced?**

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