



MODEL

F30 PHEV (330e iPerformance)	G12 PHEV (740e xDrive iPerformance)	G30 PHEV (530e iPerformance)
------------------------------	-------------------------------------	------------------------------

Vehicles produced from SOP to 3/14/18

SITUATION

Noise when starting the engine.

Engine making a rattling/grinding noise near the 12 volt starter motor.

The following fault has been stored in the DME fault memory:

- 21A511 - Start system, pinion starter motor: Timeout

The following faults are also possible:

- 21A504 - EGS, separation clutch: jammed open
- 21A50A - Start system, pinion starter: Timeout successively occurred multiple times
- 21A510 - Start system, EME: Timeout

Consequential damage to flywheel (Torsional vibration damper) and automatic transmission may have also occurred.

CAUSE

The starter motor is broken. It may be indicated by:

- The circlip on the pinion being broken





CORRECTION

Replace the starter motor and evaluate for consequential damage.

PROCEDURE

For conditions that are similar to the situation described:

Follow the attached Starter Motor Failure Repair procedure (B120918_Attachment.pdf).

PARTS INFORMATION

Part Number	Description	Quantity
Refer to EPC	Exchange starter motor	1
Refer to EPC	Automatic transmission Eh	1 (if required)
Refer to EPC	Torsional vibration damper	1 (if required)

Bulk Materials

Part Number	Description	Quantity
83 22 2 289 720	ATF 3+ (1L)	As needed

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code:	1241900100	
---------------------	-------------------	--

Completion “before” vehicle delivery to the customer or the vehicle is already in the workshop (Plus work)

Labor Operation:	Labor Allowance:	Description:
00 66 553	16 FRU (F30); 21 FRU (G12); 11 FRU (G30); 15 FRU (G30 xDrive)	Vehicle test and replace starter motor
Or:		
00 66 554	21 FRU (F30); 26 FRU (G12); 16 FRU (G30); 20 FRU (G30 xDrive)	Vehicle test, replace starter motor, program and encode control units

Or:		
00 66 555	60 FRU (F30); 78 FRU (G12); 61 FRU (G30); 71 FRU (G30 xDrive)	Vehicle test, replace starter motor and the torsional vibration damper
Or:		
00 66 556	64 FRU (F30); 82 FRU (G12); 65 FRU (G30); 75 FRU (G30 xDrive)	Vehicle test, replace starter motor, torsional vibration damper and program and encode control units.
Or:		
00 66 557	70 FRU (F30); 88 FRU (G12); 71 FRU (G30); 81 FRU (G30 xDrive)	Vehicle test, replace starter motor, torsional vibration damper and automatic transmission.
Or:		
00 66 558	74 FRU (F30); 92 FRU (G12); 74 FRU (G30); 84 FRU (G30 xDrive)	Vehicle test, replace starter motor, torsional vibration damper, automatic transmission and program and encode control units
And, when applicable:		
00 66 559	13 FRU (G12); 11 FRU (G30, (G30 xDrive)	Associated (additional) work with “active stabilizer” for torsional vibration damper or replace automatic transmission repairs (Applicable repairs and for the G12, G30 and G38 with this option only)

Or:

Completion after vehicle delivery to the customer (Main work)

Labor Operation:	Labor Allowance:	Description:
00 66 038	16 FRU (F30); 21 FRU (G12); 11 FRU (G30); 15 FRU (G30 xDrive)	Vehicle test and replace starter motor
Or:		
00 66 039	21 FRU (F30); 26 FRU (G12); 16 FRU (G30); 20 FRU (G30 xDrive)	Vehicle test, replace starter motor, program and encode control units
Or:		
00 66 040	60 FRU (F30); 78 FRU (G12); 61 FRU (G30); 71 FRU (G30 xDrive)	Vehicle test, replace starter motor and the torsional vibration damper
Or:		
00 66 041	64 FRU (F30); 82 FRU (G12); 65 FRU (G30); 75 FRU (G30 xDrive)	Vehicle test, replace starter motor, torsional vibration damper, program and encode control units.
Or:		
00 66 042	70 FRU (F30); 88 FRU (G12); 71 FRU (G30); 81 FRU (G30 xDrive)	Vehicle test, replace starter motor, the torsional vibration damper and automatic transmission.
Or:		
00 66 043	75 FRU (F30); 93 FRU (G12); 76 FRU (G30); 86 FRU (G30 xDrive)	Vehicle test, replace starter motor, torsional vibration damper, automatic transmission and program and encode control units
And, when applicable:		
00 66 559	13 FRU (G12); 11 FRU (G30, G30 xDrive)	Associated (additional) work with “active stabilizer” for torsional vibration damper or

		replace automatic transmission repairs (Applicable repairs and for the G12, G30 and G38 with this option only)
--	--	--

And, also as applicable:

Sublet – Bulk Materials

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use part number for claim submission)
----------------------	---	---

Sublet reimbursement calculation for claiming repair-related bulk material (BMW part number) is at the dealer net price for the “quantities used” plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

Vehicle Programming and Encoding (When applicable)

- 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.

Posted: Monday, August 27, 2018

[B120918_Attachment.pdf](#)