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2008 APR -3 AM 8:39

[REDACTED]
Jacksonville, AR [REDACTED]
March 21, 2008

BMW of North America, Inc.
Customer Relations
300 Chestnut Ridge Rd.
Woodcliff Lake, NJ 07675

Service Measure B32 200 03
Service Measure S1 B32 06 05

Gentlemen:

Until very recently, I was the proud owner of a 2003 BMW Z4. I truly enjoyed driving my car, regardless of the weather or the destination. The reason for the past tense version is due to the loss of power steering shortly after I start any trip.

The loss of power steering was only intermittent, at first. When it was taken to the local BMW dealer, it worked perfectly. No one there could discern the problem, or so I was told. The warranty expired and the problem became worse. Now the power steering only works intermittently. BMW of Little Rock, Inc. advised me that the entire steering system has to be replaced at a cost to me of over \$3000.00. This was stated with a smile on the representative's face.

I went elsewhere for a second opinion after doing some research on Edmonds.com. On Edmonds, I was advised of an EPS Torque Sensor Fault Code 611C and the superseding Service Measure S1 B32 06 05 (which BMW of Little Rock should have had knowledge of). I then went to a local repairer who specializes in German manufactured autos, who did even more research. This repairer could not perform the repairs being suggested by the service bulletin because this is a "dealer only repair". However, I was given a copy of the service bulletin and the related system description pages.

I am providing a copy of Technical Service Bulletin S1 B32 06 05 for your review. I call your attention to instruction number three (#3) of the "Warranty Information" section of that bulletin. That instruction strongly suggests that a very large volume of these parts are being returned. This is based on the fact that there had been so many returned incorrectly that special mention was necessary. This also suggests that there may be a sufficient number of vehicles involved to give rise to a general recall for modification or replacement.

RH
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Since I am the only owner of this vehicle; the technical problem has been known to BMW for a time period longer than my ownership; and BMW's apparent overkill method of repair being attempted, I would appreciate some consideration in BMW repairing this problem properly and considered under warranty.

I look forward to discussing this with you, or receiving your written position on this matter.

Sincerely



Bcc: Center of Auto Safety
1825 Connecticut Ave., NW
Ste. 330
Washington, DC 20009

✓ DOT Auto Safety
Office of Defects Investigation
400 7th St., SW
Washington, DC 20590

Vehicle: All Technical Service Bulletins

Steering - EPS Warning Lamp ON/High Steering Effort

SI B32 06 05

Steering and Wheel Alignment

June 2005

Technical Service

This Service Information bulletin supersedes Service Measure B32 200 03 dated November 2003.

SUBJECT

EPS Torque Sensor Fault Code 611C

MODEL

E85 (Z4 Roadsters)

SITUATION

The customer may complain that the Electronic Power Steering (EPS) warning light is illuminated in the instrument cluster and/or the steering effort is slightly increased.

CAUSE

EPS unit internal fault.

CORRECTION

Check the EPS fault memory. If fault code 611C is stored, replace the EPS unit.

PROCEDURE

Refer to Repair Instructions 32 31 090 to replace the EPS unit. The replacement EPS unit is shipped with a clip, part number 90 88 6 323 180, installed. To prevent damage to the torque sensor, the clip must not be removed until the EPS unit is installed in the vehicle. This clip must be installed on the defective part to avoid further damage during shipping.

Note:

Per Repair Instructions 32 31 090, the M8x1.25 threaded hole of the lower steering spindle clamping screw must be re-tapped to remove any residual screw adhesive.

WARRANTY INFORMATION

Please take opportunity to discuss the details of this Service Information with your staff at the first opportunity.

The EPS will most likely be requested for return to the Warranty Parts Return Center (WPRC) if paid by BMW on a claim.

1. Do not clear the fault code from memory prior to removing the EPS. This fault code is important to determine and analyze the root cause. The customer complaint should also be clearly stated on the Repair Order (RO), in the claim comments, and on the warranty part tag.
2. The associated warranty part tag is especially important for the EPS when returned to the WPRC. The returned part cannot be processed without a warranty part tag and will be returned if sent without this important tag.
3. The locking pin must be properly installed to prevent further damage to the EPS. To date, 30% of the units received had no pins installed and 15% had the pins installed incorrectly. Damaged units received due to a missing or incorrectly installed pin will also be returned by the WPRC.
4. Properly package the EPS if requested for return by the WPRC to prevent shipping damage. Use adequate packing material and a proper container to protect units from exterior and interior damage.