



**PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.**

**Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the consumer. This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect or noncompliance has been remedied before delivery.**

#### **SUBJECT**

**Recall Campaign 11V-341: Electric Power Steering (EPS) Assist**

#### **MODEL**

F25 (X3)

#### **SITUATION**

The issue involves the Electric Power Steering (EPS) unit. It has been determined that a control module in the EPS unit may not function properly. If this were to happen, the EPS unit would switch off and at the same time, a yellow warning symbol in the vehicle's instrument cluster would illuminate. However, if there was a loss of power steering assist, manual steering capability would still be retained.

#### **AFFECTED VEHICLES**

This Recall Campaign involves X3 models which were produced from February 25, 2011 to June 8, 2011.

In order to determine whether a specific vehicle has had this Recall Campaign completed or is affected by this Recall Campaign, first check the B-pillar label for code number **596**. If code number **596** has been punched out, the campaign has already been performed. If code number **596** has not been punched out, it will be necessary to utilize the "Service Menu" of DCSnet (Dealer Communication System) or the Key Reader. Based on the response of the system, either proceed with the corrective action or take no further action.

#### **PROCEDURE**

Check the vehicle history via DCSnet. If the steering had been replaced on a prior service visit, no repairs are necessary. Proceed to the Label Instructions listed in this bulletin.

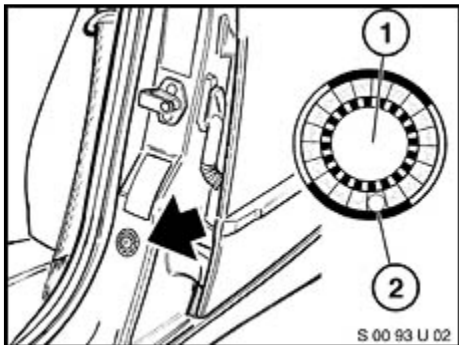
If there is no prior record of steering gear replacement, replace the steering gear following Repair Instruction (REP) "3213572 Replace electrical steering box (EPS) (N52/N55/N57)".

#### **PARTS INFORMATION**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
32 10 6 799 270	Steering gear, electric	1

32 10 6 854 535	Steering gear, electric new-for vehicles with no in-service date/stock vehicle	1
32 10 6 799 274	Steering gear, electric vehicles with option code 02VL	1
32 10 6 788 407	Flanged hex bolt	2
32 30 6 778 609	Torx bolt	1
37 10 6 789 678	Hex nut with flange	2
31 10 6 795 985	Hex screw with washer	6

### LABEL INSTRUCTIONS



This Recall Campaign has been assigned code number **596**. After the vehicle has been checked and/or corrected, obtain a label (SD 92-395) and:

- A. Emboss your BMW center warranty number in the middle of the label (1);
- B. Punch out code number **596** (2), printed on the label; and
- C. Affix the label to the **B**-pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one, because a number from an underlying label could appear in the punched-out hole of the new label.

### WARRANTY INFORMATION

The repair described in this bulletin is covered under warranty regardless of time or mileage. Reimbursement for this Recall will be via normal claim entry utilizing the following information:

**Defect Code:**           **00 32 03 02 00**

In-stock vehicles (no in-service date is noted in DCSnet)

Labor Operation:	Labor Allowance:	Description:
00 60 567	Refer to KSD2	Replace Electronic Power Steering Gear prior to vehicle delivery

Delivered vehicles (an in-service date is noted in DCSnet)

Labor Operation:	Labor Allowance:	Description:
00 60 568	1 FRU or KSD2	Electronic Power Steering Gear replaced previously
00 60 017*	Refer to KSD2	Replace Electronic Power Steering Gear, after vehicle delivery

Labor operation codes 00 60 017 is a main labor operation.

Only one main labor operation can be claimed per repair visit. All other labor operations on the same line or other lines must be claimed using plus code labor operations.

Depending on the scope of work performed, claim only one of these labor operations as applicable.

Please refer to the Warranty Policy and Procedures Manual regarding add-ons, proper support, documentation, claim submission and archiving requirements for claims, as applicable.

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