

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: Recall 16V-704: Replace Electronic Power Steering (EPS)
Date: Thursday, November 17, 2016 9:14:13 PM

Publish Date: November 17, 2016
From: Technical Service
Expiration Date: December 01, 2016

DCSnet Message
Urgent



Subject: Recall 16V-704: Replace Electronic Power Steering (EPS)

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2015 - 2017 to replace the electronic power steering (EPS).

There are approximately 103 vehicles affected: F25 (X3), F26 (X4), F15 (X5), F16 (X6), F23 (2 Series), F33 (4 Series Convertible) and F36 (4 Series Gran Coupe).

Attached is Service Information bulletin B32 10 16 for more details. Bulletin will be posted first thing Friday morning 11/18.

You will be updated when additional information becomes available.

Sincerely,

Technical Service

Attachments:



[B321016_V2\[81841fba\].pdf](#)



[B321016_V2\[81841fba\].pdf](#)

Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



RECALL CAMPAIGN 16V-704: REPLACE ELECTRONIC POWER STEERING (EPS) CONTROL UNIT

MODEL

F25 (X3)	F26 (X4)	F15 (X5)	F16 (X6)
F23 (2 Series)	F33 (4 Series Convertible)	F36 (4 Series Gran Coupe)	

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2015 - 2017 vehicles. This involves the Electronic Power Steering (EPS) control unit. The EPS control unit may not have been produced to specifications. EPS control unit electrical contact pins may not have been welded which could increase electrical resistance.

There are 103 vehicles involved in this recall. For your convenience, we have attached the VIN list of the affected vehicles. A Q & A is also attached.

This bulletin will be updated with repair instructions, parts and warranty information when it becomes available.

ATTACHMENTS

View PDF attachment [Recall Notice B321016](#).

View PDF attachment [B321016 VIN List](#).

View PDF attachment [B321016 Q&A](#).

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SAFETY RECALL NOTICE

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

RE: Recall Campaign 16V-704: Replace Electronic Power Steering (EPS) – B32 10 16

BMW Group is conducting a Voluntary Safety Recall (effective November 17, 2016) involving the Electronic Power Steering. F25 (X3), F26 (X4), F15 (X5), F16 (X6), F23 (2 Series), F33 (4 Series Convertible) and F36 (4 Series Gran Coupe)

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

B32 10 16 VIN List

0D50521	0F94079	0K34862	0N07367	0P02254
0D51751	0F94196	0K34893	0N07562	0P02256
0D51770	0F96218	0K34894	0N07954	0P02490
0D56147	0H37695	0K35004	0N75984	0P02493
0D57967	0H37749	0K55015	0P00131	0P02879
0D57969	0H38008	0K68263	0P00199	0P03211
0D57971	0H38032	0K71393	0P00528	0P03212
0D58079	0H38034	0K71395	0P00529	0P03214
0D58091	0H38056	0K71397	0P00749	0P03215
0D58095	0H38064	0K71398	0P01752	0P04438
0D58137	0H38069	0K71784	0P01785	0P05802
0D58138	0J74909	0K71786	0P01855	0P17086
0D58139	0J76324	0K71791	0P01858	0P34415
0D58243	0J76825	0K71792	0P01863	0S74808
0D58246	0J76997	0K71795	0P01864	0S74905
0D58508	0J77024	0M90057	0P01881	0S75103
0D61156	0J77075	0N07060	0P01890	0S75648
0D61162	0J77174	0N07249	0P01952	G241164
0E88121	0J97660	0N07342	0P01953	GT64412
0E97598	0J98183	0N07353	0P02012	P741905
P781615	V303990	0T02680		

**Electronic Power Steering (EPS) Control Unit
Safety Recall 16V-704
Model Year 2015-2017
BMW X3 SAV, X4 SAV, X5 SAV, X6 SAV
BMW 2 Series Convertible, 4 Series (Convertible, Gran Coupe)
*Last Updated 11/17/2016***

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

Approximately 103 BMW vehicles in the US, as noted below, are potentially affected.

Series	Model	Model Year	Approx. Volume	Production Dates
F25	X3 SAV	2015 – 2017	24	Aug 2014 – Jun 2016
F25	X3 SAV (DIESEL)	2015	1	Jan 2015
F26	X4 SAV	2015 – 2016	2	Oct 2014 – Apr 2015
F15	X5 SAV	2015 – 2016	55	Aug 2014 – Dec 2015
F15	X5 SAV (DIESEL)	2015	9	Aug 2014 – Mar 2015
F15	X5 SAV (HYBRID)	2015	4	Nov 2015 – Dec 2015
F16	X6 SAV	2015	4	Dec 2014 – Mar 2015
F23	2 Series	2015	1	Sep 2014
F33	4 Series Convertible	2015	2	Sep 2014 – Nov 2014
F36	4 Series Gran Coupe	2015	1	Mar 2014

Q2. What is the specific issue?

This safety recall involves the Electronic Power Steering (EPS) control unit. The EPS control unit may not have been produced to specifications. EPS control unit electrical contact pins may not have been welded which could increase electrical resistance.

Q3. What can happen as a result of this issue?

Over time, if an increase of contact pin electrical resistance occurs, then this could lead to a thermal incident. A thermal incident could occur even with the vehicle parked and the ignition off.

Also, a loss of power assist steering could occur, increasing the risk of a crash. However, manual steering capability is still retained.

Q4. How did BMW become aware of this issue?

BMW became aware of this issue through its quality control procedures.

Q5. Why are other BMW vehicles not included in this Safety Recall?

Other vehicles were equipped with an EPS control unit that was produced to specifications.

Q6. Can I determine if this issue exists in my vehicle?

If you notice a loss of power assisted steering, your vehicle may be experiencing this issue. If this occurs, please contact BMW Roadside Assistance at 1-800-332-4269 to have your vehicle brought to the nearest authorized BMW center.

**Electronic Power Steering (EPS) Control Unit
Safety Recall 16V-704
Model Year 2015-2017
BMW X3 SAV, X4 SAV, X5 SAV, X6 SAV
BMW 2 Series Convertible, 4 Series (Convertible, Gran Coupe)
Last Updated 11/17/2016**

Q7. Can I continue to drive my vehicle?

Yes.

However, when you receive a letter asking you to have this 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.

Q7a. Should I park my vehicle outside?

Yes.

BMW recommends that owners park their vehicles outside and away from other vehicles or structures until the recall has been performed because this issue could occur with the vehicle parked and the ignition off.

Q8. How will my vehicle be repaired?

The EPS system, which includes the EPS control unit, will be replaced.

Q9. Is BMW aware of any accidents, injuries, or fires involving these BMW vehicles associated with this Safety Recall?

No.

Q10. How will I be informed of this Safety Recall?

You will receive a letter in January via First Class mail advising you of this recall and to immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

To ensure BMW has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

Q11. How long will the repair take?

This repair may take several hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

Q12. Do I have to wait for my letter in order to have my vehicle serviced?

Yes. BMW is in the process of implementing this program to ensure that the necessary parts, tools and procedures are available at its authorized BMW centers, prior to contacting you to schedule your vehicle to have this safety recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.