



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

New information provided by this revision is preceded by this symbol .



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.

This Service Information bulletin replaces SI B32 12 17 **dated January 2017**

What's New:

- Models
- Parts

MODEL


| F15 (X5) | F16 (X6) | F25 (X3) | F26 (X4) |
|---------------------------|---|---|----------|
| F36 (4 Series Gran Coupe) |  F22 (2 Series coupe) |  (F33 4 Series convertible) | |

SITUATION

BMW is conducting a Voluntary Safety Recall involving certain Model Year 2015 - 2017 vehicles' 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 correctly, which could increase electrical resistance.

AFFECTED VEHICLES

 This Recall Campaign involves F15, F16, F22, F25, F26, F33 and F36 Models produced from March 2014 to June 2016.

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

CAUSE

The electrical contacting of the Electronic Control Unit (ECU) on the EPS is not robust enough over the vehicle life.

CORRECTION

Replace the EPS

PROCEDURE

Replace the EPS as per ISTA REP32 13 572 "Replace electric (EPS)".

Program the vehicle using the latest version of ISTA/P (3.59.0 or higher).



NOTE:

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).

For information on programming and coding with ISTA/P, refer to Centernet / TIS / Technical Documentation / Programming and Diagnostics.

Teach-in end stop of the EPS.

Perform wheel alignment.

PARTS INFORMATION

For F15 and F16

| Part Number | Description | Quantity |
|-----------------|--------------------------|----------|
| 32 10 6 881 441 | Steering gear electric | 1 |
| 33 32 6 760 668 | Self-locking flanged nut | 2 |
| 32 30 6 778 609 | Torx bolt | 1 |
| 31 12 6 780 480 | Combination nut | 2 |
| 07 11 9 909 362 | ASA bolt | 4 |
| 32 10 6 867 310 | Rounded washer | 4 |

For F25

| Part Number | Description | Quantity |
|-----------------|--------------------------|----------|
| 32 10 6 881 101 | Steering gear electric | 1 |
| 33 32 6 760 668 | Self-locking flanged nut | 2 |
| 32 30 6 778 609 | Torx bolt | 1 |
| 32 10 6 788 407 | Flanged hexagon nut | 2 |
| 07 11 9 906 963 | ASA bolt | 4 |
| 07 11 9 907 334 | ASA bolt | 4 |

For F26

| Part Number | Description | Quantity |
|-----------------|--------------------------|----------|
| 32 10 6 881 103 | Steering gear electric | 1 |
| 33 32 6 760 668 | Self-locking flanged nut | 2 |

| | | |
|-----------------|---------------------|---|
| 32 30 6 778 609 | Torx bolt | 1 |
| 32 10 6 788 407 | Flanged hexagon nut | 2 |
| 07 11 9 906 963 | ASA bolt | 4 |
| 07 11 9 907 334 | ASA bolt | 4 |

UPDATE ! For F36 and F33 (VIN P772290)

| Part Number | Description | Quantity |
|---------------------------------|--------------------------|----------|
| UPDATE ! 32 10 6 886 287 | Steering gear electric | 1 |
| 33 32 6 760 668 | Self-locking flanged nut | 2 |
| 32 30 6 778 609 | Torx bolt | 1 |
| 33 30 6 787 062 | Combination nut | 2 |
| 32 10 6 797 242 | ASA bolt | 2 |
| 33 32 6 768 884 | Hexagon collar nut | 2 |

UPDATE ! For F22 and F33

| Part Number | Description | Quantity |
|-----------------|--------------------------|----------|
| 32 10 6 886 290 | Steering gear electric | 1 |
| 33 32 6 760 668 | Self-locking flanged nut | 2 |
| 32 30 6 778 609 | Torx bolt | 1 |
| 33 30 6 787 062 | Combination nut | 2 |
| 32 10 6 797 242 | ASA bolt | 2 |
| 33 32 6 768 884 | Hexagon collar nut | 2 |

Bulk Materials

| Part Number | Description | Quantities |
|-----------------|------------------------------------|------------|
| 83 22 2 295 532 | Hypoid Axle Oil G1 (3 x 0.5 Liter) | As needed |

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

| | | |
|-------------------------|-------------------------|-------------------------|
| Defect Code: | 0032450200 | |
| | | |
| Labor Operation: | Labor Allowance: | Description: |
| 00 64 212* | Refer to KSD2 | Replace EPS (Main work) |

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

***Inclusive Work Procedures:** Wheel alignment check KDS with ride-height measurement (without load) and adjusting toe-in on front axle. Also, vehicle programming and coding (which includes connecting an approved battery charger/power supply and performing a vehicle test) and the start-up procedure for the electrical steering gear.

And:

Sublet – Bulk Materials

| | | |
|----------------------|--|---|
| Sublet Code 4 | See sublet reimbursement calculation below | Reimbursement for the repair-related bulk materials (BMW part number(s), please do not use the part numbers for claim submission) |
|----------------------|--|---|

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

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

And, as applicable:



Alternative Mobility Solutions (AMS) Reimbursement

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, please claim this item under the Defect Code noted above as follows:

| | | |
|------------------------|-----------|---|
| Sublet Code “2” | See below | Alternative Mobility Solution (AMS) expense reimbursement |
|------------------------|-----------|---|

Claimable AMS-related reimbursement items and allowances (at cost, no markup)

- Mass transit (Up to \$15.00);
- Taxi and livery services (Up to \$15.00);
- “On-demand” Phone app-based transportation services (Up to \$15.00); or
- Vehicle pickup/drop off service “to and/or from” a customer’s home or business location (Up to \$25.00).

Please refer to SI B01 29 16 for additional information. Itemize this sublet amount on the repair order and in the claim comment section.

Vehicle Programming and Coding

When ISTA/P automatically reprograms and codes all the vehicle’s control modules that currently do not have the latest software and if control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.

Other Repairs

Control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.

Overlapping Labor – Other Repairs

If invoicing the KSD2 flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

Eligible other repair work that will be claimed under a difference defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize the labor operations being claimed with a “reduced FRU value.”

TREAD Act - Previous Customer-Pay Repairs

If your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” **prior** to the release of this Recall Service Information bulletin, BMW of North America, LLC (“BMW NA”) will reimburse this previous repair.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this “Recall” Service Information bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:
 - Sublet Code “3”
 - Dollar amount (with no markup)
 - Comment: Recall Campaign 16V-704: Replace Electronic Power Steering (EPS) Control Unit - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
 - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process).

Note: A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other “unrelated issues” on an affected or non-affected vehicles does not qualify for reimbursement.

This claim submission for the “prior customer-pay reimbursement,” when it is submitted as outlined under Defect Code “85 99 00 12 NA,” **will not close** the “Open” Safety Recall on the vehicle.

The applicable “open” Recall repair must still be performed on the vehicle.

Tuesday, September 26, 2017

ATTACHMENTS

View PDF attachment [B321216 Final Customer Letter](#).

View PDF attachment [B321216 Q A 3](#).

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

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IMPORTANT SAFETY RECALL - Remedy Available

This notice applies to your vehicle, [INSERT VIN]

Recall Campaign No. 16V-704: Electronic Power Steering (EPS) Control Unit

January 2017

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2015-2017 BMW 2 Series Coupes, 4 Series Convertibles and Gran Coupes, X3 SAVs, X4 SAVs, X5 SAVs, and X6 SAVs. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

This recall involves the Electronic Power Steering (EPS) control unit on your vehicle which may not have been produced to specifications. We are pleased to inform you that we have the necessary parts to complete this recall. **Please contact your authorized BMW center immediately to schedule an appointment. To locate your nearest BMW center, visit www.bmwusa.com/dealers.**

What could happen?

Over time, this could lead to a fire even with the vehicle parked and the ignition off. ***BMW recommends that owners park their vehicles outside and away from other vehicles or structures until the recall has been performed.***

Also, a loss of power assist steering could occur, and increase the risk of a crash. However, manual steering capability is still retained. **If you notice a loss of power assist steering, your vehicle may be experiencing this issue.** Carefully move away from traffic and pull over to a safe location as soon as possible. Then, please contact BMW Roadside Assistance at 1-800-332-4269 to have your vehicle brought to the nearest authorized BMW center.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The EPS system, which includes the control unit, will be replaced **free of charge.**

What if the current vehicle ownership information is incorrect?

You can update the vehicle ownership or your contact information by filling out the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if you have questions or experience problems?

Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at CustomerRelations@bmwusa.com or at 1-800-525-7417. **For the latest updates to this recall, please visit www.bmwusa.com/recall.**

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

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Spanish translation on back side
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