



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

This Service Information bulletin replaces SI B32 10 16 **dated November 2016**

Please perform the procedure outlined in this Service Information on all affected vehicles the next time the vehicle is in the shop.

### MODEL

F15 (X5)	F16 (X6)	F25 (X3)	F26 (X4)
F36 (4 Series Gran Coupe)			

### 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.

#### Alternative Mobility Solutions (AMS) Reimbursement

This BMW Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement. Please refer to [SI B01 29 16](#) for claim submission details.

### AFFECTED VEHICLES

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

Customers will be receiving a final customer letter in mid-January letting them know that the repair is available and to visit their center. Letter is attached for your reference.

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 9 907 324	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

**For F36**

Part Number	Description	Quantity
32 10 6 881 026	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:

<b>Defect Code:</b>	<b>0032450200</b>	

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

<b>Sublet Code 4</b>	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)
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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.

#### 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.**

## **ATTACHMENTS**

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

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

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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](http://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](mailto:CustomerRelations@bmwusa.com) or at 1-800-525-7417. **For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://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,

BMW of North America, LLC

Company  
BMW  
of North America, LLC

BMW Group Company

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Spanish translation on back side  
Traducción en español en el lado inverso

**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](http://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](http://www.bmwusa.com/recall).