



SIB 32 09 19

2019-09-11

RECALL CAMPAIGN 19V-631: REPLACE STEERING GEAR

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 (Revision 1) replaces SI B32 09 19 **dated August 2019**.

What's New (Specific text highlighted):

- Entire content

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	8/8/2019 – 8/14/2019
G07	X7 Sports Activity Vehicle	8/8/2019 – 8/16/2019

AFFECTED VEHICLES

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), Key Reader or Warranty Vehicle Inquiry.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective August 21, 2019) on a small number of Model Year 2020 BMW X5 SAV and X7 SAV models.

The steering gear may not have been produced to supplier specifications. It could become damaged, affect vehicle handling and control, and increase the risk of a crash.

Potentially affected vehicles should not be driven.

Approximately 12 vehicles are affected by this recall.

The recall notice and Q&A have been attached for further information.

CAUSE

Error in the manufacturing process of the rack bar in the steering gear.

CORRECTION

Replace the steering gear.

PROCEDURE

Replace steering gear according to Repair Instruction **32 13 572**.

PARTS INFORMATION

Part Number:	Description:	Quantity:
	For B58C engine-	
32 10 6 899 861	Steering gear electric	1
07 11 9 908 587	Star socket screw BM12x1.5x50	4
32 30 6 778 609	Torx screw M8x33	1
33 30 6 787 062	Combination nut M14x1.5-10ZNNIV	2

07 14 6 886 617	Multi-purpose bolt ASA M10X27 10.9 ZNS	10
32 10 6 890 060	Repair kit, bellows	2
83 23 2 208 093	Lubricating grease FB 1	1
	In addition for vehicles with N63B engine-	
31 10 6 872 063	Hex bolt with washer M14x54x15	2
07 14 6 885 922	Multi-purpose bolt ASA M12x1.5x90	4
07 14 6 885 389	Star socket screw M14x1.5x119	2
07 11 9 906 938	Hex screw with flange M12x1.5x25 -10.9	2
07 11 9 907 837	Hex bolt M12x1.5x120	2
33 30 6 760 585	Combination nut M10-10 ZNS3	2
07 11 9 905 862	Hex bolt M10x60-10.9	2
33 30 6 760 349	Self-locking collar nut M14x1.5-10ZNS3	2
07 11 9 906 100	Hex collar screw M14x1.5x95 10.9	2
07 11 9 908 596	Screw M12x1.5x48	8
31 10 6 859 809	Torx screw with collar nut ASA M8x30	4
07 11 9 907 357	Hex bolt M8x80-u1 -10.9	4
31 20 6 795 249	Collar screw with spring M16x1.5x72-8.8	2

Performing a part number look-up in ETK or AIR by VIN or model in place of using/invoicing the part numbers in this bulletin may result with the wrong parts being invoiced and installed.

Note:

Small parts such as screws, nuts and seals, which must be replaced according to the ISTA repair instructions, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

WARRANTY INFORMATION

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

Defect Code:	0032910200
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 629	Replacing electromechanical power steering (EPS), perform start-up, program/encoding vehicle control units (includes connecting an approved battery charger/power supply and performing a vehicle test), checking wheel alignment (without load) and adjusting as necessary	50 FRU (G07 X7 xDrive40i); 51 FRU (G05 X5); 99 FRU (G07 X7 M50i); 100 FRU (G05 X5 M50i)
Or:			
# 2	00 68 630	Replacing electromechanical power steering (EPS), perform start-up (programming/encoding vehicle control units was performed in conjunction with another campaign or repair during the same workshop visit), checking wheel alignment (without load) and adjusting as necessary	42 FRU (G07 X7 xDrive40i); 43 FRU (G05 X5); 91 FRU (G05 X5 M50i, G07 X7 M50i)

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 68 101	Replacing electromechanical power steering (EPS), perform start-up, program/encoding vehicle control units (includes connecting an approved battery charger/power supply and performing a vehicle test), checking wheel alignment (without load) and adjusting as necessary.	52 FRU (G07 X7 xDrive40i); 53 FRU (G05 X5); 101 FRU (G05 X5 M50i, G07 X7 M50i)

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B32 09 19 WP 1), unless otherwise required by State law.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more 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 AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For 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 (including diagnosis) in AIR.

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

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

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

Supporting Materials

[picture_as_pdf 2019-G05-07-Steering Gear-QA-\(11Sept2019\).pdf](#)

[picture_as_pdf B320919 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 19V-xxx: Replace Steering Gear – B32 09 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective August 21, 2019) on a small number of Model Year 2020 BMW X5 SAV and X7 SAV models that were produced between August 8, 2019 and August 16, 2019.

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.

RECALL CAMPAIGN 19V-631: REPLACE STEERING GEAR

Q&A

Steering Gear
Safety Recall 19V-631
Model Year 2020
X5 SAV / X7 SAV
Last Updated 09/05/2019

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

Approximately 12 Model Year 2020 BMW X5 SAV and X7 SAV models in the US, produced in August 2019, are potentially affected.

Q2. What is the specific issue?

The steering gear may not have been produced to supplier specifications. It could become damaged, affect vehicle handling and control, and increase the risk of a crash.

Q3. Can I continue to drive my vehicle?

No. Potentially affected vehicles should not be driven. Arrangements are being made for customers with potentially affected vehicles. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

Q4. Why are other BMW vehicles not included in this Safety Recall?

The steering gear was produced to supplier specifications.

Q5. How did BMW become aware of this issue?

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

Q6. How will my vehicle be repaired?

The steering gear will be replaced for free and will take approximately one hour.

Q7. Is BMW aware of any accidents or injuries in the US, involving these BMW vehicles associated with this Safety Recall?

No.

Q8. How will I be informed of this Safety Recall?

Potentially affected customers are being contacted by phone, and arrangements are being made for the Safety Recall to be performed. Alternate transportation, if necessary, will be accommodated. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

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