



SIB 32 10 19

2019-11-05

RECALL CAMPAIGN 19V-XXX: 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.

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	September 27 to September 28, 2019
G02	X4 Sports Activity Coupe	September 28, 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 October 10, 2019) on a small number of Model Year 2020 BMW X3 SAV and X4 SAC 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.

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

CAUSE

Error in the manufacturing process of the steering gear.

CORRECTION

Replace the steering gear.

PROCEDURE

1. Replace the steering gear according to Repair Instruction **32 13 572**.
2. Perform a wheel alignment according to Repair Instructions **32 00 155**.

PARTS INFORMATION

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.

Please refer to the Parts Matrix for the ordering procedure.

Part Number:	Description:	Quantity:
32 10 6 753 936	Steering gear	1
07 11 9 908 587	Star-socket screw (BM12X1,5x50-10.)	4
07 11 9 904 141	Hexagon screw with flange (M10x30-10.9ZNS3)	4
33 32 6 760 668	Self-locking collar nut (M12x1,5-10 ZNS3)	6

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31 10 6 872 063	Hex bolt with washer (M14x54x1.5)	2
07 14 6 885 922	Multi-purpose bolt ASA (M12x1,5x90)	2
07 14 7 426 660	Star-socket screw (M12x1,5)	2
33 30 6 787 062	Combination nut (M14x1,5-10ZNNIV)	2
37 10 6 789 678	Hex nut with flange (M12x1,5-10-ZNS3)	2
32 30 6 778 609	Torx bolt (M8X33)	1

Note:

In addition to the above, there may be other 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:	0032940200
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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 68 691	Replacing electromechanical power steering (EPS), commissioning EPS, programming/encoding vehicle control units (includes connecting an approved battery charger/power supply and performing a vehicle test), checking wheel alignment (KDS without loading) and adjusting as necessary	80 FRU (G01 X3 xDrive30i); 81 FRU (G01 X3 M40i, G02 X4 M40i)
Or:			
# 2	00 68 692	Replacing electromechanical power steering (EPS), commissioning EPS, (programming/encoding vehicle control units was performed in conjunction with another campaign or repair during the same workshop visit) , checking wheel alignment (KDS without loading) and adjusting as necessary	71 FRU (G01 X3 xDrive30i); 72 FRU (G01 X3 M40i, G02 X4 M40i)

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 68 141	Replacing electromechanical power steering (EPS), commissioning EPS, programming/encoding vehicle control units (includes connecting an approved battery	82 FRU (G01 X3 xDrive30i); 83 FRU (G01 X3 M40i, G02 X4

	charger/power supply and performing a vehicle test), checking wheel alignment (KDS without loading) and adjusting as necessary.	M40i)
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Claim Repair Comments

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 10 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 B321019 SteeringGear-QA-\(9Oct2019\).pdf](#)

[picture_as_pdf B32 10 19 Recall Notice.pdf](#)

RECALL CAMPAIGN 19V-XXX: REPLACE STEERING GEAR

Safety Recall Notice

SAFETY RECALL NOTICE

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

RE: Recall 19V-xxx: Replace Steering Gear – B32 10 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 10, 2019) on a small number of Model Year 2020 BMW X3 SAV and X4 SAC models that were produced between September 27, 2019 and September 28, 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.

Steering Gear
Safety Recall 19V-xxx
Model Year 2020
X3 SAV / X4 SAC

Last Updated 10/09/2019

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**
Approximately 29 Model Year 2020 BMW X3 SAV and X4 SAC models in the US, produced in September 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 are not to 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 5-6 hours.
- 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 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.