



SIB 32 04 24

2024-08-28

RECALL 23V-700: STEERING WHEEL GROUND CONNECTIONS

This Service Information Bulletin (Revision 1) replaces SI B32 04 24 **dated August 2024**.

What’s New:

- SIB title updated
- Model description updated
- Situation updated
- Cause, Correction, Procedure, Parts Information, Claim Information added

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THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date
G45	X3 Sports Activity Vehicle	July 11, 2024 – August 1, 2024
G60	5 Series Sedan	December 13, 2023 – July 22, 2024
G70	7 Series Sedan	December 14, 2023 – July 22, 2024

AFFECTED VEHICLES

- Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.
- Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is amending Voluntary Safety Recall 23V-700 (effective August 8, 2024) to add certain Model Year 2024 - 2025 BMW vehicles that were produced between December 13, 2023, and July 22, 2024.

The vehicle’s Driving Assistant functions may be impaired by a potential wiring issue in the steering wheel.

CAUSE

A ground wire might not be properly fastened in the steering wheel.

This can cause a loose connection which indicates that the hands are ON the steering wheel even when being driven with the hands actually off.

CORRECTION

Remove the steering wheel airbag. Check the ground wire at the steering wheel horn pad bracket for correct tightness and lack of movement.

PROCEDURE

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00... “Observe safety instructions when handling electric vehicles”.

Additional Information:

Scheduled Maintenance, or Quality Certification 1 (Pre-Delivery Inspection) on Electric or Hybrid vehicles does not require HV technical training.

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Disconnect Switch) by a properly trained technician, who has a minimum HV Qualification level after completing the Technical Training Course ST1824 (Alternative Drive Part 1). Once the vehicle's HV system is disabled (the "Blitz" - lightning bolt icon displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

1. Battery Electric Vehicle (BEV) models only: Deactivate the high voltage system following the repair instructions listed in ISTA/AIR 61 25 900.

2. Remove the steering wheel airbag following the repair instructions listed in ISTA/AIR 32 34 030 and check the ground screw.



3. Using a magnifying glass, visually inspect the ground screw to determine if the screw is fully seated against the horn plate bracket.

There may be a small gap between the screw head and the bracket (right photo, arrows).

Is the ground screw in contact with the horn plate bracket? **YES**, or **NO**?

**YES** = Continue to Step 6

**NO** = Continue to Step 4.



**Note:** If the chrome coating on the trim is cracked but the actual trim material is not cracked through, the trim does **NOT** need to be replaced. If the trim material **IS** cracked, it will need to be replaced following the instructions listed in ISTA/AIR (32 33 007 or 32 33 021).

4. If the ground screw is **NOT** in contact with horn plate bracket, the screw must be removed, and the threads on the screw and in the steering wheel must be inspected for any burr formation.

**Note:** If there is **ANY** burr formation on the screw itself and/or in the steering wheel, the steering wheel will need to be replaced along with the screw.

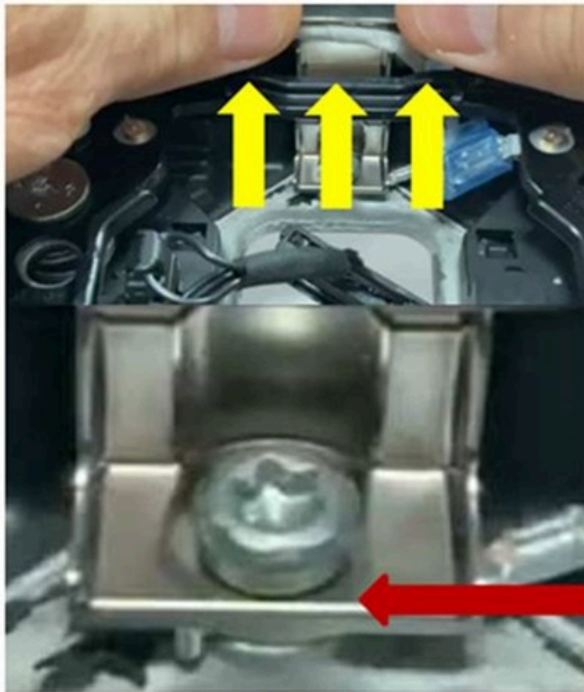
5. If there is **NO** burr formation on the screw and/or steering wheel, the screw can then be reinstalled with two (1 mm) washers (refer to Parts Information) under the screw head and tightened to 2.5 Nm +/- 0.5 Nm.

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6. If the ground screw is in full contact with the horn plate bracket, check the torque of the screw using a torque wrench (2.5 Nm  $\pm$  0.5 Nm). Continue to Step 7 once completed.

7. Check the tightness of the connection as explained below.



A. Press the horn cover from the inside out (upper arrows) to observe any possible movement of the horn plate bracket and screw.

To help determine that there is no relative movement, use a 0.1 mm feeler gauge between the bottom of the screw head and horn pad bracket (lower arrow).



B. To help determine that there is no relative movement, use a 0.1 mm feeler gauge between the bottom of the screw head and horn pad bracket (lower arrow).

**Note: The feeler gauge should not fit in between the screw head and horn pad bracket IF the screw is fully seated and torqued properly.**



**Note: DO NOT check the tight fit on the cable shoe of the ground strap. Be careful when inserting the screw, as the geometry of the cable shoe is sensitive to compressive and tensile loads.**

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

Part Number	Description	Quantity
07 11 9 904 207	Washer	2 (If needed)

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when and as required, the above listed part number and/or the other components that are also referenced.

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Repair Code:	0032650300	G60 G70 G45 Check steering wheel (incorrect threaded connection of ground cable)
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Below are the special flat rate labor operation code choices for this action.

**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.**

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 76 988	Check the steering wheel (incorrect bolting of the ground cable) (No repair is required)	4 FRU
# 2	00 76 989	Check the steering wheel and rework the bolting of the ground cable	5 FRU
And:			
If applicable	00 76 990	Additional work / replace cover if broken	8 FRU

Or:

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

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
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# 3	00 76 330	Check the steering wheel (incorrect bolting of the ground cable) (No repair is required)	5 FRU (X3, 530i, 740i, 750e, 760i - All); 6 FRU (i5, i7 - All)
# 4	00 76 331	Check the steering wheel and rework the bolting of the ground cable	6 FRU (X3, 530i, 740i, 760i - All); 7 FRU (750e; i5, i7 - All)
And:			
If applicable	00 76 990	Additional work / replace cover if broken	8 FRU

Only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the technician RO notes and in the claim comments (For example: B32 04 24 WP 1), unless otherwise required by State law.

When applicable, explain the additional that was also performed.

Reimbursement of Recall Remedy Comparable Prior Customer-Pay Repairs (TREAD Act)

The Safety Recall remedy repair, when it is required to be performed, is a rework of the ground cable’s bolting to ensure that the ground wire is properly secured to the steering wheel.

Based on the issue, and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely. However, a customer may still request the review of a repair that was performed on their vehicle which they paid for.

A qualifying customer pay repair, performed prior to the notification of Recall, must be comparable to the Recall’s remedy repair, and it must primarily address the Service Information Bulletin’s identified vehicle issue (Situation/Cause) which requires repair (Correction) as noted above. Also, the repair must have been correctly, effectively, and completely performed as required by the applicable BMW Group approved repair process instructions, guidelines (Procedure) including replacement part usage (Parts Information when applicable) for it to be considered and approved for reimbursement.

In the event of the above situation, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will respond to your inquiry accordingly.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture\\_as\\_pdf B320424\\_23V-700-HOO-FAQ\(08Aug2024\).pdf](#)  
[picture\\_as\\_pdf B320424 Recall Notice.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 23V-700: Steering Wheel Ground Connections – B32 04 24

BMW AG is amending Voluntary Safety Recall 23V-700 (effective August 8, 2024) to add certain Model Year 2024 - 2025 BMW vehicles that were produced between December 13, 2023, and July 22, 2024.

**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.

**Safety Recall**  
**23V-700**  
**Steering Wheel**  
**(Hands-On-Off System)**  
**Model Year 2024-2025**  
**BMW 5 Series / i5 / 7 Series / i7**  
**BMW X3 SAV**  
**Issue Date: 10/12/2023**  
**Update Date: 08/08/2024**

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

Certain Model Year 2024-2025 BMW 5 Series, i5, 7 Series, i7, and X3 SAV models in the US are potentially affected.

**Q2. What is the specific issue?**

The steering wheel Hands-On-Off (HOO) detection system may not have been produced according to specifications by the supplier. If the driver's hand's location was not properly detected, then certain advanced driver assistance system functions may not perform as intended.

**Q3. Why are other models / vehicles not included in this Safety Recall?**

Other models have an HOO system that was produced to specifications by the supplier.

**Q4. Can I continue to drive my vehicle?**

Yes. However, when you are notified by BMW of this Safety Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://bmwusa.com/recall). **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

**Q5. How did BMW Group become aware of the issue?**

BMW Group became aware of the issue through its quality control procedures.

**Q6. How will I be informed of this Safety Recall?**

Owners of potentially affected vehicles will be notified via First Class mail and requested to schedule an appointment with an authorized BMW center to have the remedy performed.

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://bmwusa.com/myBMW). Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit [bmwusa.com/recall](https://bmwusa.com/recall) and click on "**Manage recall notices and contact information**".

**Q7. How will my vehicle be remedied?**

Potentially affected vehicles will have the system replaced for free which should take about one hour.

**Q8. Do I have to wait for BMW to contact me to have the remedy performed?**

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit [bmwusa.com/recall](https://bmwusa.com/recall).