



SIB 32 04 23

2024-03-05

RECALL 23V-770: REPLACE STEERING GEAR

This Service Information Bulletin (Revision 3) replaces SI B32 04 23 **dated December 2023**.

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 if the campaigns have a status of “remedy available”. Otherwise, please release the vehicle.

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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What's New:

Claim Information section updated.

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	August 17, 2023 – September 27, 2023
G02	X4 Sports Activity Coupe	August 17, 2023 – September 27, 2023
G20	3 Series Sedan	September 20, 2023 – October 17, 2023
G42	2 Series Coupe	October 5, 2023

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

An internal component of the steering gear may not have been properly tightened during gear assembly by the supplier.

This can lead to excessive noise from within the steering gear, especially during tight corners such as when parking/maneuvering.

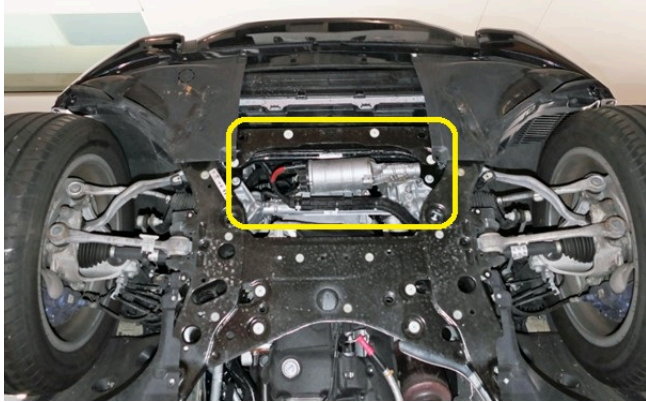
CAUSE

Manufacturing defect.

CORRECTION

Replace the steering gear as per AIR REP 32 13 572 Replace electrical steering box (EPS). Afterwards, initialize the steering using the latest ISTA (e.g., 4.44.3x, @ early Nov. 2023).

PROCEDURE



1. Raise vehicle on lift to access the steering gear (circled) beneath the vehicle.

G01 shown, G20 and G42 has a similar fitment.

2. Replace the steering gear as per AIR 32 13 572 Replace electrical steering box (EPS).

3. Perform initialization of the electromechanical steering per ISTA:

- Connect diagnostic system.
- Switch on ignition.
- Perform commissioning of the electromechanical steering.
- Service functions
- Chassis
- Electromechanical Power Steering
- EPS: Steering commissioning

PARTS INFORMATION

At the start of this technical campaign, only a limited number of parts are available. Please refer to the weekly Parts Matrix for ordering information. If it's no longer on the Parts Matrix and there is no note in EPC, then the part is open for normal ordering.

Use and invoice the part numbers below that apply.

G01, G02

Part Number	Description	Qty
32 10 5A50428	Steering gear electric (According to ETK or AIR*)	1
Or		
32 10 5A50429	Steering gear electric (According to ETK or AIR*)	1
07 11 9908587	Hex bolt	4
07 11 9904141	Hex bolt with flange	4
33 32 6760668	Self-cutting nut	6
31 10 6872063	Hex bolt with washer	2
07 14 7426660	Hex bolt	2
07 14 6885922	Combination bolt ASA	2
07 14 6875114	Hex bolt	2
37 10 6789678	Hex bolt with flange	2
32 30 6778609	Torx bolt	1

(*) To determine the "Steering gear electric" part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

G20, G42

Part Number	Description	Qty
32 10 5A504C7	Steering gear electric	1
Or		

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32 10 5A79679	Steering gear electric	1
07 14 6887201	Combination bolt ASA	4
07 14 6886209	Hex bolt with washer	2
07 14 6885922	Combination bolt ASA	4
33 30 6787062	Combination nut	2
33 32 6768884	Hex nut	2
32 30 6778609	Torx bolt	1

Additionally, other small parts that are not specified above, such as one-time use screws, nuts, and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog according to the respective vehicle type and invoiced under the special Repair Code.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the work package information below, when required, the additional Associated Work performed, and the part numbers listed above that apply.

Repair Code:	0032480300	G01 G02 G20 G42 Replace steering gear
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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 (Plus work)	Labor Allowance
# 1	00 75 673**	Replace the steering gear, programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	As applicable
Or:			
# 2	00 75 674**	Replace the steering gear (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during the same workshop visit)	As applicable

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
# 3	00 75 144**	Replace the steering gear, programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	As applicable
Or:			
# 4	00 75 145**	Replace the steering gear (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during the same workshop visit)	As applicable

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

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Associated Work (Included)**

The flat rate labor operation codes listed above includes:

- Commissioning of electromechanical steering gear (EPS) / initialization
- Checking alignment (Kinematics Diagnosis System wheel alignment with ride height measurement without loading the vehicle), and
- Adjusting toe-in on front axle.

And, when required:

Additional Associated Work

Labor Operation	Description (Associated work)	Labor Allowance
00 75 911	Adjusting rear axle (Eccentric screws already replaced)	6 FRU; 7 FRU (G20, G42)
Or:		
00 75 912	Adjusting rear axle and renewing with eccentric screws	10 FRU; 14 FRU (G20, G42)

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B32 04 32 WP 1), unless otherwise required by State law.

When applicable, explain the additional Associated Work that was required and performed.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the "Search" button. Next, click on the "Flat Rate Units" button and enter the flat rate labor operation code in the field to the right, click "Search" to display the Flat Rate Unit Group detail choices.

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

This Recall qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code in this bulletin as follows:

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

Please refer to SI B01 29 16 for additional information.

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

(* Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and 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, if you should receive a reimbursement request from a customer for a repair that may qualify because it addressed the issue described in this bulletin, and it was performed **prior** to the notification of Recall, 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 B320423 Recall Notice.pdf](#)

[picture_as_pdf B320423 23V-770-Steering Gear-FAQ-\(10Nov2023\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-770: Steering Gear – B32 04 23

BMW AG is conducting a Voluntary Safety Recall (effective November 10, 2023) on certain Model Year 2024 BMW vehicles that were produced between August 17, 2023, and October 17, 2023

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-770
Steering Gear
Model Year 2024
BMW X3 / X4 / 2 Series / 3 Series
Issue Date: 11/10/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2024 BMW 2 Series, 3 Series, X3, and X4 models in the US are potentially affected.
- Q2. What is the specific issue?**
The steering gear may not have been produced according to specifications by the supplier, potentially resulting in improperly installed screws.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have a steering gear 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. **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. Owners can locate their nearest authorized BMW center at bmwusa.com/dealer.
- To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at 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 and click on “**Manage recall notices and contact information**”.
- Q7. How will my vehicle be remedied?**
Potentially affected vehicles will have the steering gear replaced.
- 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.