

SB-10043744-8183

SI B32 01 12
Steering and Wheel Alignment

January 2012
Technical Service

SUBJECT**TeileClearing for Steering Systems****MODEL**

F12, F13 (6 Series)

SITUATION

In order to improve long term customer satisfaction with BMW steering systems, an Enhanced Technical Support process has been developed to help identify the root causes of customer complaints, and to identify and correct weaknesses in the diagnosis test plans.

This enhanced technical support is for all steering system-related complaints.

PROCEDURE

A Part Replacement Authorization must be obtained by submitting a “TC Case” in PuMA before any of the following steering system components is replaced under warranty:

- Actuator for HSR (Rear Axle Slip Angle Control)
- Control Unit for HSR
- Electric Active Steering (EAS)
- Electric Power Steering (EPS)
- Hydraulic Pump with ARS (Active Roll Stabilization)
- Power Steering Pump without ARS
- Hydro Steering Gear Servotronic
- Active Steering Control Unit (ASA)

The responsible TC Technical Specialist will review the submitted “TC Case” and ensure that all proper diagnostics have been performed. A replacement authorization will be given in the “TC Case” if the TC Technical Specialist agrees that the affected part is faulty and needs replacement.

Please submit a “TC Case” with the steering component typed first in the subject line, for example: “**Steering** Knocking Noise When Turning at Low Speed”; “**EPS** Vibration at 50mph”, etc.

Please refer to [SI B00 03 07](#) (PuMA Enhancements for TeileClearing Process) for details on creating a “TC Case” in PuMA. Please submit a “Case” in PuMA for regular technical hotline support when the affected TeileClearing part replacement authorization is not required, e.g., technical support with coding and programming that does not require TC part replacement. However, if the TC part fails to be coded or programmed and the next repair step requires a TC part replacement, then a “TC Case” should be

submitted.

Before creating a “TC Case” in PuMA:

- The technician assigned to the vehicle must have training directly related to the vehicle or system in question.
- All available resources must be reviewed. These include, but are not limited to: Service Information bulletins, Service Measures, DCS messages, Service Round Table, Training manuals, Repair Manual Instructions, and Functional Descriptions (FUB). It is the center’s responsibility to be familiar with published technical information.
- Required checks must be performed, i.e., diagnostic test plans, verifying circuit integrity, power and grounds, and reviewing vehicle service history.
- The Shop Foreman/Team Leader must be consulted.
- The vehicle must be in the shop.
- In order to aid the Technical Specialists in diagnosis, the diagnostic tester must transmit the required FASTA data indicating that all relevant test modules have been completed. DO NOT perform quick delete or delete any fault memory before transmitting FASTA data.

To contact our TeileClearing management team for any TC process inquiries or current TC case escalation, please send an email to: tc@bmwna.com.

PARTS AND WARRANTY INFORMATION

Please refer to [SI B00 03 06](#), “TeileClearing (Enhanced Technical Support)”.

[Copyright © 2012 BMW of North America, LLC]