



SI B32 05 16  
Steering and Wheel Alignment

October 2016  
Technical Service

## Erroneous Electric Power Steering (EPS) Fault

This Service Information bulletin supersedes SI 32 05 16 dated April 2016

### MODEL

G12 (7 Series sedan)

### SITUATION

A. After performing the vehicle test with ISTA/D, fault "0x4823EE – control unit internal – ZFLS – hardware – EEPROM" may be displayed for the EPS.

Or:

B. While driving, CC message "Steering assistance failed" (ID 70) is shown with a red warning light in the instrument cluster

After a terminal change (off/on), the fault is no longer shown in the CID.

### CAUSE

EPS software

### INFORMATION

This is an erroneous fault! After a terminal status change, the fault disappears until the next diagnostic session.

Do not replace any parts as this will not provide a resolution.

 This erroneous fault will be eliminated after programming with ISTA/P 3.59.4 (I-Level S15A 16-07-506) or ISTA NEXT 4.01.20 (I levels15A-16-17-506) or a higher version.

ISTA/P 3.59.4 and 4.01.20 have been available since August 2016.

### WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code	3213021500	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>

00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as “Charging battery”)
And:		
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.



**Situation “A” Note:** Labor operation codes 00 00 006/556 and 61 21 528 maybe

already be included as part of another repair that was performed on the vehicle during the same worship visit. Exclude these labor operation when necessary to avoid a duplicate payment.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

### Vehicle Programming and Coding

When ISTA/P automatically reprograms and codes all the vehicle control modules that currently do not have the latest software and control module failures occurred during this programming:

- Please claim these consequential control module repair work under the defect code listed in this bulletin with the applicable KSD2 labor operations.

### Other Repairs

Control module failures that occurred prior to this programming:

- When covered under an applicable limited warranty, claim these control module repairs using the applicable defect code and labor operations in KSD2.

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