

**SIB 32 11 19**

2020-03-10

SPORADIC REDUCTION OF STEERING ASSISTANCE

This Service Information Bulletin (Revision 1) replaces SI B32 11 19 **dated October 2019**.

What's New (Specific text highlighted):

- Correction
- Procedure

MODEL

I01 (i3)

SITUATION

The driver notices a reduction of steering assistance sporadically while in certain driving situations. Steering control is never lost when the reduction of assistance occurs.

The fault may self-correct for no obvious reason or be eliminated with a terminal change/key cycle.

There is no Check Control (CC) message when the issue occurs.

CAUSE

Unfavorable software in the Electric Power Steering (EPS).

CORRECTION

Update the vehicle integration level to ISTA 4.22.1x.

PROCEDURE

For conditions similar to the situation described:

1. Perform a vehicle test with ISTA and work through all relevant saved fault memory entries first.
2. Program the vehicle using ISTA 4.22.1x (available March 2020), or higher.

Model	Target Integration Level
I01 (i3)	I001-20-03-520

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

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:	3213021400	Steering gear temporary malfunction

Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR
Or:		
61 21 529	Connect an approved battery charger/power supply (luggage compartment service cap removed to EME)	Refer to AIR
And		
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

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

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

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.

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 in AIR (including diagnosis with separate punch times).

Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis with separate punch times).