



SIB 01 26 18

EPS STEERING ELECTRIC MOTOR MOUNTING BOLTS LIMITED WARRANTY EXTENSION

2020-06-11

This Service Information Bulletin (Revision 1) replaces SI B01 26 18 **dated May 2020**.

What's New:

- Photo procedure has been updated.

MODEL

F22 (228i Coupe) (N20) Model Years 2014 and 2015 from produced 2/25/2014 to 5/12/2015	F22 (228i Coupe A) (N20) Model Years 2014 and 2015 produced from 9/10/2013 to 5/13/2015	F22 (228i Coupe A PZEV/SULEV) (N26) Model Year 2015 produced from 8/21/2014 to 5/13/2015	F23 (228i Convertible A) (N20) Model Years 2015 and 2016 produced from 12/4/2014 to 5/13/2015
F30 (320i Sedan) (N20) Model Years 2012, 2013, 2014 and 2015 produced 6/1/2012 to 5/12/2015	F30 (320i Sedan A) (N20) Model Years 2012, 2013, 2014 and 2015 produced from 3/30/2012 to 5/1/2015	F30 (320i Sedan SA) (N20) Model Years 2014 and 2015 produced from 8/2/2013 and 5/13/2015	F30 (320i Sedan A SA) (N20) Model Years 2014 and 2015 produced from 7/31/2013 to 5/19/2015)
F30 (328i Sedan) (N20) Model Years 2012, 2013, 2014 and 2015 produced from 12/15/2011 to 5/12/2015	F30 (328i Sedan A) (N20) Model Years 2012, 2013, 2014 and 2015 produced from 10/19/2011 to 5/18/2015	F30 (328i Sedan SA) (N20) Model Years 2012, 2013, 2014 and 2015 produced from 3/28/2012 to 5/14/2015	F30 (328i Sedan A SA) (N20) Model Year 2012, 2013, 2014 and 2015 produced from 2/20/2012 to 5/19/2015
F30 (328i Sedan A PZEV/SULEV) (N26) Model Years 2014 and 2015 produced from 6/28/2013 to 5/18/2015	F30 (328i Sedan A SA PZEV/SULEV) (N26) Model Years 2014 and 2015 produced from 1/25/2014 to 1/30/2015	F30 (335i Sedan) (N55) Model Years 2014 and 2015 produced from 6/28/2013 to 5/11/2015	F30 (335i Sedan A) (N55) Model Years 2014 and 2015 produced from 6/21/2013 to 5/18/2015
F30 (335i Sedan SA) (N55) Model Years 2014 and 2015 produced from 8/2/2013 to 5/13/2015	F30 (335i Sedan A SA) (N55) Model Years 2014 and 2015 produced from 7/10/2013 to 5/19/2015	F30 (328d Sedan A) (N47T) Model Years 2014 and 2015 produced from 6/24/2013 to 5/18/2015	F32 (428i Coupe) (N20) Model Years 2014 and 2015 produced B 01 26 18
	produced 7/22/2013 to 5/18/2015	F36 (428i Gran Coupe A) (N20) Model Year 2015 produced 3/19/2014 to 5/11/2015	F36 (428i Gran Coupe A PZEV/SULEV) N26 Model Year 2015 produced 3/6/2014 to 5/11/2015

Note: Excluding vehicles with option code with 02VL

Also, within the Model ranges listed above, there are **affected vehicles** (flagged as noted below) and other vehicles which will have this issue addressed by [SI B32 08 18](#).

The Model information above is for informational purposes only, it is **not** the only deciding factor.

ELIGIBLE VEHICLES

To determine a vehicle's eligibility and to confirm this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first.

To assist you in identifying those vehicles that have this assembly component-specific extended limited warranty coverage, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN and Component-specific Vehicle Comment shown below:

SI B 01 26 18 (DC 32 10 90 39 00): For this vehicle, the Electronic Power Steering (EPS) steering gear electric motor mounting bolts' limited warranty for defects in materials or workmanship has been extended to 10 years or 120,000 miles as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

If you have ELW eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections **prior** to performing any repair.

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INFORMATION

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the **bolts for the electric motor of the power steering gear** to:

- **10 Years/120,000 Miles**

This EPS electric motor mounting bolt-specific limited warranty extension applies to defects in materials or workmanship.

This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Important Note: Beyond 4/50, any other EPS steering gear failures that also require the assembly to be replaced are NOT covered under the terms of this assembly component-specific no time (age) or mileage coverage.

Note: This bulletin is notice of a limited warranty extension. This is NOT a notice of a Recall or Service Action.

There is no immediate repair required unless the BMW vehicle is currently experiencing this problem.

Customer Notification Letter

Even though this is NOT a Recall, BMW NA will be sending VIN-specific customer notification letters in a phased release.

SITUATION

Component-Specific Limited Warranty Extension

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the **bolts for the electric motor of the power steering gear** to:

- **10 Years/120,000 Miles**

This EPS electric motor mounting bolt-specific limited warranty extension applies to defects in materials or workmanship.

This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Important Note: Beyond 4 years/50,000 miles, any other EPS steering gear failures that

also require the assembly to be replaced are NOT covered under the terms of this assembly component-specific no time (age) or mileage coverage.

Note: This bulletin is notice of a limited warranty extension. This is NOT a notice of a Recall or Service Action.

There is no immediate repair required unless the BMW vehicle is currently experiencing this problem.

Customer Notification Letter

Even though this is NOT a Recall, BMW NA will be sending VIN-specific customer notification letters in a phased release.

CAUSE

There are front end noises when turning the steering wheel and/or there is limited power steering assist when maneuvering or parking the vehicle.

For the basic steering gears, one possible cause is that the mounting bolts for the electric motor may become loose, missing and/or broken due to corrosion.

CORRECTION

The steering gear is to be replaced if one or more of the five (5) screws/bolts are either loose, missing, and the:

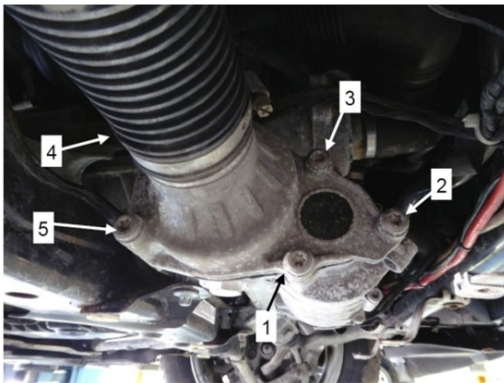
- Bolts are not broken (DC 32 10 90 02 00); or the
- Bolts are broken (DC 32 10 90 39 00).

Document the status of bolts on the repair and in the claim comments.

PROCEDURE

When a vehicle arrives at your center experiencing the symptoms described in this Service Information Bulletin:

1. Disconnect the battery according the **REP 61 20 900**.
2. Remove the front underbody protection according to **REP 51 47 490**.

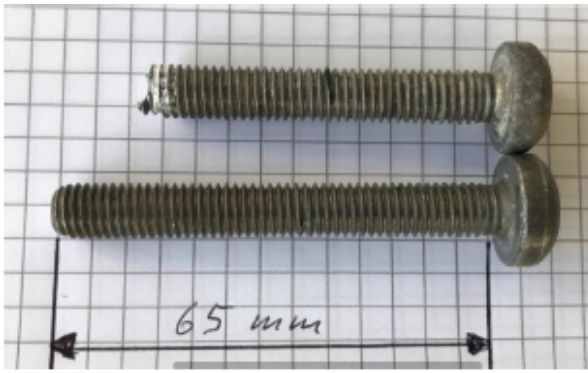


3. Visually inspect the (5) screws securing the power pack to the steering gear (shown).

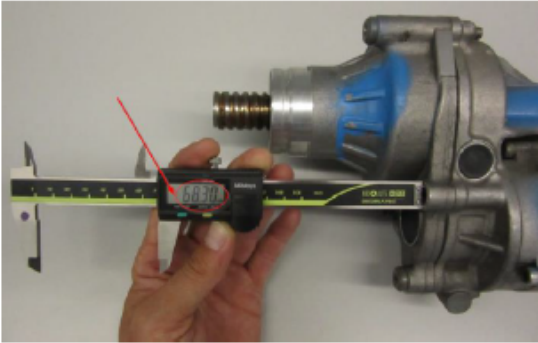
4. If any of the screws in the five (5) indicated locations are found loose, missing or sheared off, **replace the steering gear**.

5. Important: Photos must be taken of the screw holes showing the condition in which they were found.

6. This picture shows a broken and a normal screw.



This picture shows a loose screw, the hole is deeper than 65 mm



7. This photo example shows the depth gauge measurement of the screw holes were the bolts are missing, the bolt holes depths are equal or deeper than 65 mm. These missing bolts did not break:
DC 32 10 90 02 00.

This picture shows a broken screw, the hole is lower than 65 mm



8. This photo example shows the depth gauge measurement of the screw holes were the bolts are missing, the bolt holes depths are less than 65 mm. These missing bolts broke: DC 32 10 90 39 00.

9. Save and file these photos by the corresponding VIN and repair order number as the reference, photos must be presented to BMW upon request, either during claim processing and/or upon part inspection

10. Following repair instructions REP 32 13 572, replace the steering gear.
11. Following repair instructions REP 32 00 155, perform a wheel alignment.
12. Reconnect the battery.
13. Connect the vehicle to ISTA/D and perform a vehicle test.
14. Work through the measures plan and program the vehicle using ISTA 4.12.30 or higher.

Target integration level
F020-18-07-531 or higher

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).

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15. Delete the fault memory.
16. For vehicles with sports suspension settings, install the underride protection.
17. Install the front underbody protection according to **REP 51 47 490**.

PARTS INFORMATION

Part Number	Description	Quantity
32 10 6 892 977	Steering gear, electrical, LHD	1
33 30 6 787 062	Combination nut	2
32 30 6 778 609	Torx bolt	1
32 10 6 797 242	ASA bolt	2
33 32 6 768 884	Hexagon collar nut	2

Also refer to ETK/EPC and the ITSA repair instructions for onetime-use fasteners/screws and other information regarding repair-related gaskets, seals, fluid and/or lubricants that also need to be replaced/used and claimed.

Only order the required **parts in the quantities needed** to address customers' vehicles that have confirmed failures.

WARRANTY INFORMATION

Applicable Models vehicles that are still within the 4 year/50,000 Mile New Vehicle Limited Warranty

For all covered EPS steering gear replacements, please submit your claim using the standard AIR Defect Codes and labor operations (including diagnosis).

Applicable Models vehicles that are beyond the 4 year/50,000 Mile New Vehicle Limited Warranty but still within 10 year/120,000 mile Extended Limited Warranty (DC 32 10 90 02 00 or 32 10 90 39 00 below).

The EPS electric motor mounting bolt-specific limited warranty extension to the 10 years/120,000 miles limit applies to eligible US-specification BMW vehicles registered, operated and have their covered repair performed by an authorized BMW center in the United States (including Puerto Rico).

The existing limited warranty coverage for the whole vehicle, other components or the EPS steering gear (for non-mounting bolt-related issues) have not changed.

Only for EPS electric motor mounting bolt-related failures, this coverage supersedes the coverage that is provided under the BMW Certified Pre-Owned Program or any BMW Group Vehicle Service Contract that applies to the vehicle.

Non-Qualifying Repairs

Non-US specification vehicles, ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered under the terms of this limited warranty extension.

Qualifying Repairs - Claim Submission

Claim the work with the applicable Defect Code and work package below:

Steering Gear Bolt(s) found unscrewed (Bolts WERE NOT broken)

Defect Code:	3210900200	F2x F3x steering gear noise/steering assistance
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The vehicle is already in the workshop for another repair that includes Main work

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 68 562	Check and replace steering gear with programming and coding vehicle (includes connecting an approved battery charger/power supply, performing a vehicle test, checking wheel alignment with KDS without load and adjusting) (Plus work)	Refer to AIR

Or:

The vehicle is already in the workshop for another repair that already includes programming and encoding

Work Pkg	Labor Operation	Description	Labor Allowance
# 2	00 67 506	Check and replace steering gear (programming and encoding vehicle done in conjunction with another repair during the same workshop visit) checking wheel alignment with KDS without load and adjusting (Associated work)	Refer to AIR

Or:

The vehicle arrives at your center and needs this repair performed (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description	Labor Allowance
# 3	00 68 047	Check and replace steering gear with programming and coding vehicle (includes connecting an approved battery charger/power supply, performing a vehicle test, checking wheel alignment with KDS without load and adjusting) (Main work)	Refer to AIR

And, **required** with the claimed Work Package above:

Labor Operation	Description	Labor Allowance
00 69 616	Administrative effort (photo documentation with VIN) (Required associated work)	2 FRU

Or:

Steering Gear Bolt(s) found unscrewed (Bolts WERE broken)
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Defect Code:	3210903900	F2x F3x steering gear noise/steering assistance
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The vehicle is already in the workshop for another repair that includes Main work

Work Pkg	Labor Operation	Description	Labor Allowance
# 4	00 64 827	Check and replace steering gear with programming and coding vehicle (includes connecting an approved battery charger/power supply, performing a vehicle test, checking wheel alignment with KDS without load and adjusting) (Plus work)	Refer to AIR

Or:

The vehicle is already in the workshop for another repair that already includes programming and encoding

Work Pkg	Labor Operation	Description	Labor Allowance
# 5	00 67 506	Check and replace steering gear (programming and encoding vehicle done in conjunction with another repair during the same workshop visit) checking wheel alignment with KDS without load and adjusting (Associated work)	Refer to AIR

Or:

The vehicle arrives at your center and needs this repair performed (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description	Labor Allowance
# 6	00 64 243	Check and replace steering gear with programming and coding vehicle (includes connecting an approved battery charger/power supply, performing a vehicle test, checking wheel alignment with KDS without load and adjusting) (Main work)	Refer to AIR

And, **required** with the claimed Work Package above:

Labor Operation	Description	Labor Allowance
00 69 616	Administrative effort (photo documentation with VIN) (Required associated work)	2 FRU

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

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.**

Claim Repair Comments

Always supply the documented status of bolts from the RO technician notes in the claim comments.

For the remainder, only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B01 26 19 WP 1), unless otherwise required by State law.

B01 26 18: Work Package # 2 and #5

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open where the claim submission information is available, the programming and encoding procedure may only be invoiced one time.

After performing the applicable repair outlined in this bulletin (**Work Package # 2 and #5**), program and encode the vehicle by performing and submitting for one of these other open Technical Campaigns.

When applicable, **please be sure to perform any additional work (before and/or after) these repairs require** and/or close the remaining programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

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 (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) 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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

Under this extended limited warranty, BMW of North America, LLC (BMW NA) will provide reimbursement for qualifying customer-pay repairs that were performed on an eligible vehicle prior to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repairs that do not qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair that Qualifies

For a customer to request reimbursement for a qualifying customer-pay repair performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please have him/her submit his/her reimbursement request online at www.BMW-RP.com under the following reference:

- **B-ELWR 2018 Bolts for EPS Steering Motor 10Y/120M**

Reimbursement Request Procedure

The online process is initiated by attaching/sending PDF files of the supporting documentation for the prior repair.

The letter also includes alternative methods to request reimbursement, either through the mail or by fax as described below:

BMW Customer Reimbursement Center
Attention: B-ELWR 2018 Bolts for EPS Steering Motor 10Y/120M
P.O. Box 54067
Hurst, Texas 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

BMW Owner/Operator Inquiries and Assistance

For all other questions, please contact the BMW's Customer Relations and Services via email at Customerrelations@bmwusa.com or via telephone at 1-800-831-1117.

Supporting Materials

[picture_as_pdf B012618 EPS Sample Cust Letter.pdf](#)



P.O. Box 619063
Dallas, TX 75261-9063
DO NOT MAIL REPAIR ORDER TO THIS ADDRESS



6-777-01228-0150258-031-000-000-000-000

JANE SMITH
123 MAIN STREET
ANYTOWN, NJ 00000

December 2018

This **"Important Limited Warranty Information"** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **AAAAAAA1234567890**.

Dear BMW Owner/Lessee:

BMW is committed to delivering the ultimate in product satisfaction to our customers.

Towards that end, BMW is extending the limited warranty for the:

- **"Bolts for the electric motor of the power steering gear"**

On the above-referenced vehicle to:

- **10 years/120,000 miles as determined by your vehicle's original in-service date.**

This "component-specific" limited warranty extension to defects in materials or workmanship. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This is notice of a "limited warranty extension." This is not a notice of a Recall or Service Action.

If a repair to this component is required, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment. Your authorized BMW center will determine the vehicle's eligibility and review the scope of repairs that are covered by this component-specific limited warranty extension(s).

Company
BMW of North America, LLC
BMW Group Company

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center in the United States (including Puerto Rico) free of charge.

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered by this limited warranty extension. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

Telephone
(800) 831-1117

The integrity of our products is essential to BMW's success and our customers' trust. We are determined to exceed your expectations and hope this warranty extension further enhances your ownership experience.

E-mail
Customerrelations@
bmwusa.com

Sincerely,

Website
bmwusa.com

BMW of North America, LLC

777-3000-0714

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

December 2018

VIN AAAAAAA1234567890

Under this extended limited warranty, BMW of North America, LLC (“BMW NA”) will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle **prior** to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repairs that do not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair that Qualifies

If you previously had a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please submit your reimbursement request “online” at www.BMW-RP.com under the following reference:

Covered Component Code

B-ELWR 2018 Bolts for EPS Steering Motor 10Y120M

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

Alternative Method to Request Reimbursement

Alternatively, you may mail or fax your request and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR 2018 Bolts for EPS Steering Motor 10Y120M
P.O. Box 54067
Hurst, TX 76054
Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

For all other questions, please contact BMW’s Customer Relations and Services via email at Customerrelations@bmwusa.com or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

B-ELWR 2018 Bolts for the EPS Steering Motor: Limited Warranty Extension to 10 Years/120,000 Miles

Previous Customer-pay Repair Reimbursement – Documentation Checklist

BMW of North America, LLC

Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

Repair Order (RO) or Invoice

This document should include the following information:

- Customer name and address
- Vehicle Identification Number (“VIN”)
- The date of repair
- The mileage when the repair was performed
- Itemized breakdown of the labor charges for all repairs* including diagnosis
- Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs*

*For repair orders containing multiple repair line items, only the specific line item expenses that relate to the components that are covered by this extended limited warranty will be considered for reimbursement.

Proof of Payment

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as “PAID”
- Copy of a cancelled check
- Copy of a signed credit/debit card receipt
- Copy of a credit/debit card statement

Determining if an eligible vehicle’s repair qualifies for reimbursement:

Please use the following questions to review your repair order documentation prior to submitting a reimbursement request:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern and does it qualify?