



SIB 32 06 20

SERVICE ACTION: REPLACE THE STEERING GEAR

MODEL

G20 (3 Series Sedan)

SITUATION

If the power supply to the steering gear is lost and the steering angle is greater than 15 degrees, a fault can occur in the steering system. This can lead to various fault memory entries and Check Control Messages (CCM) in the entire vehicle network.

CAUSE

A fault in the calibration of the steering gear “zero position” during production.

CORRECTION

Replace the steering gear.

PROCEDURE

Refer to repair information REP 32 13 572.

PARTS INFORMATION

Only use and invoice the part numbers below that apply.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of the claim.

Part Number	Description	Quantity
32 10 5 A07 833	Steering gear, electric	1
07 14 6 888 980	Torx screw with collar (M12x1.5x62 ZNS3)	4
32 30 6 778 609	Torx bolt (M8X33)	1
33 30 6 787 062	Combination nut (M14x1,5-10ZNNIV)	2
07 14 6 886 209	Hexagon bolt with washer (M14x42x1.5)	2
07 14 6 885 922	Multi-purpose bolt ASA (M12x1,5x90)	4
31 10 6 874 585	Cage nut (M12X1,5-10 ZNS3)	2
31 10 6 885 777	Hexagon screw with flange (M12x136,10.9)	2
33 32 6 768 884	Hexagon nut with collar (M10-10 ZNS3)	2
07 14 7 483 888	Hex bolt (M10X55 10.9 ZNS)	4

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 Catalogue according to the respective vehicle type and invoiced under the special defect code.

WARRANTY INFORMATION

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

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.

Please be sure to also perform any additional work (before and/or after) as required by the open campaign(s) on the vehicle. Close any other remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable work package information below that applies:

Defect Code: 0032170300	---
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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 70 602	Replace the steering gear with programming/encoding vehicle control units (includes support voltage of the vehicle electrical system and performing a vehicle test), commissioning electromechanical steering gear, checking wheel alignment (KDS without loading) and adjusting	80 FRU
Or:			
# 2	00 70 603	Replacing the steering gear, (programming/encoding vehicle control units was performed in conjunction with another campaign or repair during the same workshop visit) , commissioning electromechanical steering gear, checking wheel alignment (KDS without loading) and adjusting	71 FRU

Or:

The vehicle arrives at your center and this Service Action 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 70 085	Replace the steering gear with programming/encoding vehicle control units (includes support voltage of the vehicle electrical system and performing a vehicle test), commissioning electromechanical steering gear, checking wheel alignment (KDS without loading) and adjusting	81 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

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 06 20 WP 1), unless otherwise required by State law.

And, as applicable:

Programming and Encoding the 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 IRAP recovery procedure (when applicable as required)/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 the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

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

This Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

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

Please refer to [SI B01 29 16](#) for additional information.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B320620 Customer Letter.pdf](#)

BMW



December 2020

Dear BMW Owner / Lessee:

VIN: xxxxx

BMW of North America is dedicated not only to providing premium vehicles for our customers, but exceptional service as well.

Description of Issue

During a recent quality analysis, it was determined that if the power supply to the steering gear is lost and the steering angle is greater than 15 degrees, a fault can occur in the steering system, which can lead to various fault memory entries and Check Control Messages in the entire vehicle network

Description of Repair

To correct this issue, steering gear in your vehicle needs to be replaced.

We kindly request that you contact the service department of your authorized BMW center at your earliest convenience to arrange a service appointment. The staff will schedule an ideal time for you to drop off the vehicle and advise how long it will take to complete the repair. The work will be performed free of charge by your authorized BMW center.

Additional Information

If you are no longer the owner of this vehicle, please use the enclosed postage-paid postcard to provide us with the name and address of the new owner. If you are a lessor of this vehicle, please forward this letter to your lessee.

Should you have any questions, please contact your authorized BMW center or BMW Customer Relations and Services at 1-800-831-1117 or via email at CustomerRelations@bmwusa.com.

BMW remains committed to maintaining the highest level of automotive excellence, and we apologize for any inconvenience this repair may cause.

Sincerely,

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