



SIB 32 11 19

2021-03-15

STEERING ASSISTANCE SPORADIC REDUCTION: EPS SOFTWARE UPDATE EXT LTD WTY COVERAGE

This Service Information Bulletin (Revision 2) replaces SI B32 11 19 **dated December 2020**.

What's New:

- Applicable Model information expanded
- One-time extended limited warranty coverage information added
- Prior customer-pay repair reimbursement information and handout added

MODEL

E-Series	MY	Model Description	Production Dates
I01	2014 - 2020	i3 BEV	February 11, 2014 to February 25, 2020
I01	2014 - 2020	i3 Rex	March 5, 2014 to February 26, 2020
I01	2018 - 2020	i3 Sport BEV	October 17, 2017 to February 27, 2020
I01	2018 - 2020	i3 Sport Rex	November 6, 2017 to February 26, 2020

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.

Possible customer perceptions are:

- Steering system sporadically moves stiffly
- Steering assistance reduced in some instances
- Varying steering forces
- Steering wheel slightly crooked

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.

EPS Software Update Limited Warranty Extension

For the eligible Model vehicles that qualify for this repair as described in the Correction and Procedure sections, BMW of North America, LLC (BMW NA) is extending the limited warranty coverage for this **one-time EPS software update** (programming and encoding procedure) to:

- **10 years/120,000 miles as determined by the vehicle's 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.

Note: This bulletin is a notice of this 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.

Note: Electric Steering gear assembly electrical and/or mechanical component issues are not covered under this limited warranty extension coverage.

CAUSE

Unfavorable software in the Electric Power Steering (EPS).

CORRECTION

Update the vehicle integration level to ISTA 4.22.1x or higher.

PROCEDURE

First, review the VIN-specific Repair History (Claims) section in the DCSnet Warranty Vehicle Inquiry to confirm that a claim with Defect Code **3213900300 has not already been submitted for that specific vehicle.**

Then, determine the vehicle's current I-level by either using AIR or the ISPA NEXT application.

If the I-level is higher than or equal to I001-17-11-500 and lower than I001-20-03-520:

- Program the vehicle using ISTA 4.22.1x or higher (released March 2020)

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.

If the I-level is lower than I001-17-11-500; or higher than or equal to I001-20-03-520:

- **Do not program the vehicle, this bulletin does not apply**
- **Perform a vehicle test and work through the corresponding test plan**

PARTS INFORMATION

Do not replace any parts for this issue.

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.

Only if the above situation does not apply, for the Model vehicles listed above:

This one-time BMW Electric Power Steering (EPS) software update (programming and encoding procedure) when required as described in the Correction and Procedure sections of this bulletin is covered for the first 10 years or 120,000 miles, whichever occurs first.

Under this extended coverage, this repair applies to eligible and qualifying US-specification BMW vehicles that are registered, operated, and have this repair performed by an authorized BMW center in the United States (including Puerto Rico).

The existing limited warranty coverage for the whole vehicle and other components has not changed.

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 or component replacements for unrelated issues are not covered under the terms of this EPS software update-related limited warranty extension.

Qualifying Repairs – Claim Submission

Defect Code:	3213900300	I01 Restricted steering assistance
:		
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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
Or:		
61 21 529	Recharge vehicle battery (service cap in trunk removed) (to EME)	Refer to AIR
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) allowance.

As applicable to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures.

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).

Other Repairs (Beyond the scope of this bulletin and the extended warranty coverage)

Based on the coverage that applies, if other eligible work is performed because 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).

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

Note: A copy of the attached reimbursement procedure can be provided to the customer

Under this extended limited warranty, BMW of North America, LLC (BMW NA) will provide reimbursement for qualifying customer-pay repairs for updating the EPS software on eligible Model vehicles as described in this bulletin that were performed **prior** to the release of this of this specific vehicle programming and encoding software update procedure limited warranty extension.

The prior 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 vehicle repairs/component replacement that were performed to address issues with the Electric Steering Gear's electrical and/or mechanical assemblies.

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 2021 i3 EPS Software Update 10Y120M

Reimbursement Request Procedure

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

The alternative methods to request reimbursement is either by mail or by fax as described below:

BMW Customer Reimbursement Center
Attention: B-ELWR 2021 i3 EPS Software Update 10Y120M
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.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B321119_Cust Pay Reimbursement.pdf](#)

BMW of North America, LLC

i3 One-Time EPS Software Update: Limited Warranty Extension to 10 Years/120,000 Miles

Previous Customer-Pay Repair – Limited Warranty Extension Reimbursement

SI B32 11 19 Attachment

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Customer-pay repairs being reviewed for reimbursement 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.

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Previous Customer-Pay Repair – Limited Warranty Extension Reimbursement

SI B32 11 19 Attachment

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 component that is 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?