



SIB 32 04 20

2023-03-22

## GROANING NOISE DURING HEIGHT ADJUSTMENT OF THE ELECTRIC STEERING COLUMN

This Service Information Bulletin (Revision 3) replaces SI B32 04 20 dated November 2021.

### What's New:

- Models
- Procedure step 5

## MODEL

F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F93 (M8 Gran Coupe)
G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)
G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)	All above models from SOP to September 2020	
F95 (X5 M Sports Activity Vehicle)	F96 (X6 M Sports Activity Coupe)	G05 (X5 Sports Activity Vehicle)	G06 (X6 Sports Activity Coupe)
G07 (X7 Sports Activity Vehicle)	All from SOP to October 2020		

## SITUATION

A groaning type noise is heard during the height adjustment. See attached video V32 01 20.

## CAUSE

Spindle drive of the electric steering column height adjustment.

## CORRECTION

Adjustment to the spindle drive.

## PROCEDURE

For conditions that are like the situation as heard in the video:

1. Remove the steering wheel as per REP32 33 001 or sports steering wheel REP32 33 010.
2. Remove the lower steering column shroud as per REP32 31 020.

### Note:



The spindle drive (2) is located on the right side of the steering column as viewed from the driver's seat.

The stop panel (1) of the spindle drive will need to be turned 90 degrees clockwise.

Before adjusting the stop spindle, the lock nut in the rear of the drive (3) must be secured in place.

3. Using a 13 mm crows' foot on the end of a long extension, secure the lock nut at the back of the spindle.



4. With the rear lock nut secured, rotate the stop panel 90 degrees clockwise using a 13 mm open end wrench. See attached video V32 02 20.

5. Has the noise been eliminated?

**Yes**, re-assemble the vehicle

**No**, Replace the steering column as per REP 32 31 091

## PARTS INFORMATION

When applicable, obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

## **WARRANTY INFORMATION**

### **Adjustment of the spindle drive:**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	3231153900	Steering column adjustment, electric unpleasant noises
:		
Labor Operation	Description	Labor Allowance
32 33 001	Removing and installing the steering wheel (Main work)	Refer to AIR
Or:		
32 33 501	Removing and installing the steering wheel (Plus work)	Refer to AIR
Or:		
32 33 020	Change M Sport steering wheel (Main work)	Refer to AIR
Or:		
32 33 520	Change M Sport steering wheel (Plus work)	Refer to AIR
And:		
32 31 520	Remove and install/replace lower part of steering column shroud (Plus work)	Refer to AIR
And:		
32 99 000	Job/repair work time for the adjustment to the spindle drive and to confirm the <b>noise was eliminated</b>	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 32 33 501 or 32 33 520 instead.

Work time labor operation code 32 99 00 is not considered a Main labor operation.

For the above and for any addition work that is performed, 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), WT and repair-related explanation procedures.

Or, after performing the above and only if the:

### **Replacement of the steering column was determined necessary**

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:	3231153900	Steering column adjustment, electric unpleasant noises
:		

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
And:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
32 99 000	Job/repair work time for the adjustment to the spindle drive and to confirm the <b>noise was not eliminated</b>	2 FRU
And:		
32 31 594	Replace electrically operable steering column (includes 32 31 910 for Electrical steering column adjustment standardization)	Refer to AIR

Please provide an explanation for the replacement of the electric steering column the repair order and in the claim comments section.

## QUESTIONS REGARDING THIS BULLETIN

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	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

### Videos

[32 01 20](#)

[32 02 20](#)