



SIB 32 05 23

2023-12-20

DELIVERY STOP: STEERING GEAR

This Service Information Bulletin (Revision 1) replaces SI B32 05 23 **dated November 2023**.

What's New:

- Subject
- Situation
- Cause
- Correction
- Parts
- Claim Information

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop if the campaigns have a status of remedy available. Otherwise, please release the vehicle.

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	August 18, 2023 – September 27, 2023
G02	X4 Sports Activity Coupe	August 30, 2023 – September 13, 2023
G20	3 Series Sedan	September 29, 2023

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of November 18, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

The bolting of the sensor housing on the steering gear may not have been carried out correctly. The original bolting may cause a low offset in the sensor signal and result in a noticeable asymmetry of the steering assistance.

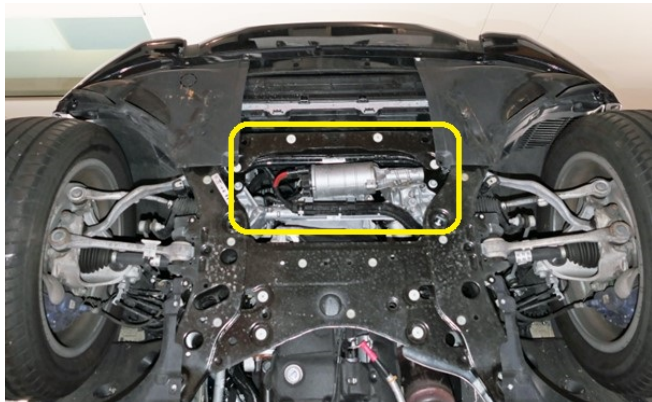
CAUSE

The manufacturing process did not meet BMW Group standards.

CORRECTION

Replace the steering gear as per AIR REP 32 13 572 “Replace electrical steering box (EPS)”. Afterwards, initialize the steering using the latest ISTA (e.g., 4.45.2x, @ early Dec. 2023).

PROCEDURE



1. Raise vehicle on lift to access the steering gear (circled) beneath the vehicle.

G01 shown, G20 and G42 has a similar fitment.

2. Replace the steering gear as per AIR 32 13 572 "Replace electrical steering box (EPS)".

3. Perform initialization of the electromechanical steering per ISTA:

- Connect diagnostic system.
- Switch on ignition.
- Perform commissioning of the electromechanical steering.
- Service functions
- Chassis
- Electromechanical Power Steering
- EPS: Steering commissioning

PARTS INFORMATION

At the start of this technical campaign, only a limited number of parts are available. Please refer to the weekly Parts Matrix for ordering information. If it's no longer on the Parts Matrix and there is no note in EPC, then the part is open for normal ordering.

Only use and invoice the part numbers below that apply.

G01, G02:

Part Number	Description	Qty
32 10 5A50428	Steering gear electric (According to ETK or AIR)	1
Or		
32 10 5A50429	Steering gear electric (According to ETK or AIR)	1
07 11 9908587	Hex bolt	4
07 11 9904141	Hex bolt with flange	4
33 32 6760668	Self-cutting nut	6
31 10 6872063	Hex bolt with washer	2
07 14 7426660	Hex bolt	2
07 14 6885922	Combination bolt ASA	2
07 14 6875114	Hex bolt	2
37 10 6789678	Hex bolt with flange	2
32 30 6778609	Torx bolt	1

G20:

Part Number	Description	Qty
32 10 5A504C7	Steering gear electric	1
Or		
32 10 5A79679	Steering gear electric	1
07 14 6887201	Combination bolt ASA	4
07 14 6886209	Hex bolt with washer	2

33 30 6787062	Combination nut	2
33 32 6768884	Hex nut	2
32 30 6778609	Torx bolt	1

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

Reimbursement for this Action will be via normal claim entry utilizing the applicable work package information below and part numbers above that apply.

Repair Code:	0032500300	---
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Below are the special flat rate labor operation code choices for this action.

Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 75 709*	Replace the steering gear, Programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	47 FRU (X3 sDrive30i; 68 FRU (330i Sedan); 83 FRU (X3 M40i); 86 FRU (X3/X4 xDrive30i)
Or:			
# 2	00 75 710*	Replacing the steering gear (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during the same workshop visit)	39 FRU (X3 sDrive30i; 60 FRU (330i Sedan); 74 FRU (X3 M40i); 78 FRU (X3/X4 xDrive30i)

Or:

The vehicle arrives at your center and this 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 75 178*	Replace the steering gear, programming and encoding the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	49 FRU (X3 sDrive30i; 70 FRU (330i Sedan); 84 FRU (X3 M40i); 87 FRU (X3/X4 xDrive30i)
Or:			
# 4	00 75 179*	Replacing the steering gear (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during the same workshop visit)	41 FRU (X3 sDrive30i; 62 FRU (330i Sedan); 76 FRU (X3 M40i); 79 FRU (X3/X4 xDrive30i)

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 05 23 WP 1), unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

