

2024-01-04

This Service Information Bulletin (Revision 1) replaces SI B32 02 23 **dated August 2023**.

### What's New (Specific text highlighted):

- Procedure

## MODEL

F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F93 (M8 Gran Coupe)
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)	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)	

## SITUATION

Unusual noises occur only when operating the steering column in the axial direction.

1. A one-time thump sound at the start of movement

Shortly after the steering column starts moving, retracting, or extending, a one-time thump noise is heard. See attached video V32 03 23

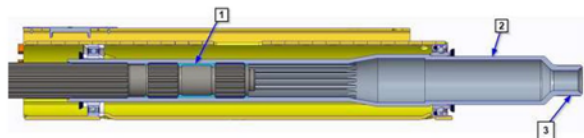
2. Humming noise while steering column extends in the axial direction.

The sound is only heard when the steering column is extended, not when the steering column is retracted.

When the steering column starts to move in the extended direction, the humming noise can be heard. See attached video V32 04 23

## CAUSE

An excessively high break-away force of the spline shaft when starting the steering shaft movement causes a frictional vibration.



The high break-away force of the splined shaft (1) is caused by the inadequate distribution or the thickening of grease in certain areas of the splined shaft. Steering wheel shaft (2), steering wheel connection (3).

## CORRECTION

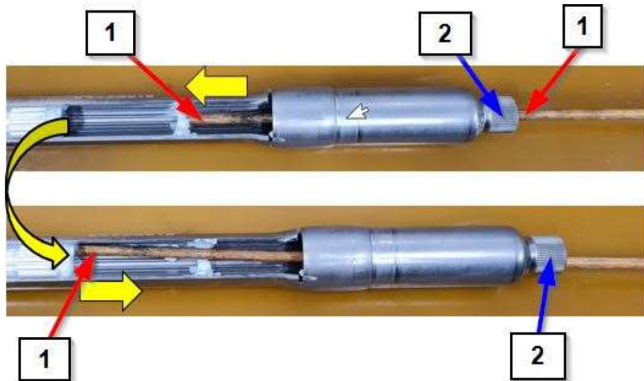
Re-distribution of the grease in the internal gearing of the steering wheel shaft (2), in the image above

**NOTE: Additional lubrication is not permitted**

## PROCEDURE

**NOTE: TeileClearing case not required for these specific noises**

1. Remove the steering wheel as per REP 32 33 001/501 or 010/510
2. Move the steering column in the extended direction as far as possible towards the driver.



3. Through the opening of the steering wheel shaft (2), ensure the even distribution of grease in the internal gearing of the steering wheel shaft.

Insert a long thin object, such as a vacuum hose (1), minimum length 30cm, into the internal gearing of the steering wheel shaft and evenly distribute the grease. See attached video V32 05 23

In some cases, the grease may be located at the bottom of the shaft and will need to be pulled up to evenly distribute on the internal gearing of the steering wheel shaft.

**NOTE: Additional lubrication is not permitted**

**PARTS INFORMATION**

Not required.

**CLAIM INFORMATION**

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

<b>Repair Code:</b>	<b>3231153900</b>	<b>Steering column adjustment, electric Unpleasant noises</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

**Diagnosis**

Labor Operation	Description	Labor Allowance
32 99 000*	Diagnosing and verifying the specific noises described in the Situation section (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

And, together with the diagnosis above that applies:

Labor Operation	Description	Labor Allowance
32 33 001	Removing and installing the steering wheel ( <b>Main work</b> )	As applicable
Or:		

32 33 501	Removing and installing the steering wheel <b>(Plusposition)</b>	As applicable
Or:		
32 33 010	Removing and installing the sports steering <b>(Main work)</b>	As applicable
Or:		
32 33 510	Removing and installing the sports steering <b>(Plusposition)</b>	As applicable
And:		
32 99 000**	Work time to rework the grease to ensure that it is evenly distribution in the internal gearing of the steering wheel shaft	2 FRU

And:

### Additional Work Labor Operation Code(s) that may also apply (Not applicable to all Models)

Labor Operation	Description	Labor Allowance
32 33 900	Additional work with microencapsulated	As applicable
32 33 800	Additional work with automatic rocker switch	As applicable
32 33 801	Additional work with vibration actuator	As applicable

If you are using a Main labor code for any another repair (only one allowed per workshop visit), use the applicable Plus code labor operation code 32 33 501 or 32 33 510 instead of 32 33 001 or 32 33 010.

Work time labor operation code 32 99 000 and 00 58 000 are not considered Main labor operations.

**\*\*Note for 32 99 000:** For those applicable centers, claim work time labor operation code 32 99 000 one time for the total FRU amount that applies, then itemized the amount claimed on the repair order and in the claim comments.

\*Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

### BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To determine which of the flat rate labor operation codes above apply to the vehicle being repaired and to obtain the corresponding flat rate unit (FRU) allowances from the BMW Group' AIR application resource, start by entering the Chassis Number, which consists of the VIN's last seven (7) characters or use the full VIN. Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

### 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

### Supporting Materials

#### Videos

[32 03 23](#)

[32 04 23](#)

[22 05 22](#)

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