



SIB 32 03 24

2024-08-29

DELIVERY STOP: REPLACE STEERING GEAR – I20

This Service Information Bulletin (Revision 1) replaces SI B32 03 24 **dated August 2024**.

What's New:

- Situation updated
- Cause, Correction, Procedure, Parts Information, Claim Information added

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

E-Series	Model Description	Production Date
i20	iX Sports Activity Vehicle (Battery Electric Vehicle (BEV))	October 14, 2021 – November 21, 2022

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 August 3, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective August 2, 2024) on certain Model Year 2022 - 2023 BMW vehicles that were produced between October 14, 2021, and November 21, 2022.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

A check control (CC) message ('Steering behavior. Drive moderately. Have it checked by the nearest service partner.') will light up and there will be a noticeable reduction in power steering assistance when parking.

CAUSE

A faulty capacitor may be installed in the Electric Power Steering (EPS) gear.

CORRECTION

Replace the EPS.

PROCEDURE

Replace the EPS as per REP 32 13 752 Replace electrical steering box (EPS).

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00... “Observe safety instructions when handling electric vehicles”.

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Service Disconnect Switch and lock out) by a properly trained HV

technician, who has a minimum HV Qualification level after completing the Technical Training Course “ST2324 High Voltage Drivetrain Systems” which as of 1/2023* includes ST1824 Alternative Drive Part 1.

* Note: As of January 2023, the HV component portion of the “ST2205 Generation 5 High-voltage class” (except for the High Voltage Battery) has been merged into “ST2324 High Voltage Drivetrain Systems”.

Up to Generation 4 Vehicles once vehicle’s HV system is disabled (the “Blitz” - lightning bolt icon is displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

For Generation 5 Vehicles however, the specific vehicle training is required to diagnose, remove and service any HV component and it is NOT allowed for non HV certified technicians to work on the high voltage system.

High Voltage Battery removal and rework can ONLY be performed by a High-voltage Certified Technician with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle, for example:

To repair GEN4 HV battery of G05 PHEV a certification from Technical Training Course “ST2006 – SP44 HV Battery” or equivalent ST1825 – Alternative Drive Part 2 is required (or as of 1/2023 the equivalent “ST 2325 for High Voltage Battery Systems”).

And

To repair A GEN5 HV battery the Technical Training Course “ST2205 Generation 5 High-voltage class” is required or as of 1/2023* the equivalent “ST 2325 for High Voltage Battery Systems”.

*Note: As of January 2023, the “ST2205 Generation 5 High-voltage stand-alone class” has been merged into “ST2324 for High Voltage Drivetrain Systems” and “ST2325 for High Voltage Battery Systems.”

PARTS INFORMATION

Only use and invoice the applicable part numbers listed below.

Part Number	Description	Quantity
32 10 5 B35 7F4	Steering gear, electric	1
07 11 9 905 400	Hex bolt with washer (M6x25-ZNNIV SI)	1
07 14 6 898 283	Hex bolt (12x1.5x70 ZNS3)	4
32 30 6 778 609	Torx bolt (M8x33)	1
31 30 6 865 951	Torx screw with collar (M12x1.75x50)	4
32 13 6 751 292	Hose clamp (D= 67.8 – 71.0)	1
33 30 6 787 062	Combination nut (M14x1.5-10ZNNIV)[forced round - 5]	2
37 10 6 789 678	Hex nut with flange (M12x1.5-10-ZNS3)[forced round 10]	2
31 11 6 899 302	Multi-purpose bolt (10x45 ZNS3)	14
61 27 9 487 465	Screw (12x1.5x100 10.9)	4
83 23 8 849 305	Lubricating grease FB-1 (100 g)	Sublet as needed

CLAIM INFORMATION

Vehicle Programming and Encoding (After Repair)

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.

After replacing the Electric Power Steering (EPS) gear, select this open Technical Campaign to also perform and submit for the required “after repair” programming and encoding procedure (Includes labor operation codes 00 00 006/556, 61 21 528 and 61 00 730).

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

As determined by the above, reimbursement for this Action will be via normal claim entry utilizing the work package information below, and the part numbers that apply above.

Repair Code:	0032630300	---
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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 Package	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 76 954*	Replace steering gear, program, and encode the vehicle control units, includes Carrying out vehicle test (00 00 556/61 21 528)	54 FRU
Or:			
# 2	00 76 955*	Replace steering gear (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during the same workshop visit)	46 FRU
And:			
If required	00 76 957	Additional work adjusting the rear axle with replacing eccentric screws	14 FRU

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 Package	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 76 310*	Replace steering gear, program, and encode the vehicle control units, includes Carrying out vehicle test (00 00 006/61 21 528)	56 FRU
Or:			
# 4	00 76 311*	Replace steering gear (Programming and encoding the vehicle control units was performed in conjunction with another campaign/repair during the same workshop visit)	47 FRU

And:			
If required	00 76 957	Additional work adjusting the rear axle with replacing eccentric screws	14 FRU

(*) Additionally, as applicable, the following labor operation codes are also included in labor operation codes 00 76 954/310 and 00 76 955/311.

Labor Operation	Description
32 13 905	Commissioning of electromechanical steering gear (EPS) / initialization (Associated work, after vehicle diagnosis)
32 00 595	Kinematics Diagnosis System wheel alignment with ride height measurement without loading the vehicle
32 00 601	Adjusting toe-in on front axle
32 00 650	Additional work for integral active steering (HSR) (Associated work, when applicable).

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 technician's RO notes and in the claim comments (For example: B32 03 24 WP 1), unless otherwise required by State law.

Also, explain the additional work that was required to be performed when required.

Sublet – Bulk Supply Materials (RO and Claim Comments Required)

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	Up to \$20.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the proportional quantity used plus your center's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis** that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis** that applies.

(**) 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

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

This 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.

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

