



SIB 32 05 26

CRACKING NOISE WHEN TURNING THE STEERING WHEEL FROM LOCK TO LOCK 2026-08-20

☐	THIS REPAIR IS MOBILE FRIENDLY
☐	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

E-Series	Model Description	Production Date
G60	5 Series Sedan & i5 Sedan	From start of production
G70	7 Series Sedan & i7 Sedan	From start of production
i20	iX Sports Activity Vehicle	From start of production

SITUATION

“Cracking” noise might be heard when turning the steering wheel from lock to lock. See attached video V32 02 26 EPS noise.

CAUSE

Tension in the steering gear on the front axle support.

CORRECTION

Replace the “mounting bolts” for the steering gear.

PROCEDURE

Replace the bolts and tighten them according to the torque specs in REP 32 13 572. Perform vehicle alignment check according to REP 32 00 155.

PARTS INFORMATION

When applicable, to determine the part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number	Description	Quantity
07 14 6898283	Hex bolt (12x1.5x70 ZNS3)	2
	G60	
07 14 8837399	ASA-Bolt (M14x1.5x70 ZNS3)	2
31 11 6899302	Multi-purpose bolt (10x45 ZNS3)	10
61 25 8833846	Hex bolt (M14x1.5x105)	6
	G70	
07 14 8837399	ASA-Bolt (M14x1.5x70 ZNS3)	4
31 11 6899302	Multi-purpose bolt (10x45 ZNS3)	12
	i20	
31 11 6899302	Multi-purpose bolt (10x45 ZNS3)	14
61 27 9487465	Screw (12X1.5X100 10.9)	4

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

CLAIM INFORMATION

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

Repair Code:	3213023900	Steering gear Unpleasant noises
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Diagnosis

Labor Operation	Description	Labor Allowance
32 99 000*	Localizing steering assembly noise complaint(s) (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

And, with the diagnosis above that applies to your center together with the flat rate allowances for the work below that was performed.

Repair

Labor Operation	Description	Labor Allowance
32 13 572	For access to replacing the bolts, use: Replace electrical steering box (EPS) Associated work (FRU specification without chassis alignment) (Programming / encoding is not required)	As applicable

And, after performing the bolt replacement repair above:

Checking Wheel Alignment and Adjusting as Necessary

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plusposition)	As applicable
And:		
32 00 595	Kinematics Diagnosis System wheel alignment with ride height measurement without loading the vehicle (Plusposition)	As applicable
And:		
32 00 601	Adjusting toe-in on front axle (Associated work)	As applicable
And, as needed:		
32 00 650	Additional work for integral active steering (HSR) (Associated work)	As applicable

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, or exclude them (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 32 99 000 and 00 58 500 are not considered Main labor operations.

And, as needed, based on the results of checking the vehicle's wheel alignment

Labor Operation	Description	Labor Allowance
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32 00 NNN	Refer to Main Group 32 (Steering and wheel alignment / Electronic wheel alignment) for other/additional wheel alignment-related work that may also need to be performed	As applicable
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(*) 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 obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

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 02 26](#)