

**SIB 32 01 20**

2020-07-21

RECALL 20V-355: STEERING GEAR TIE ROD

This Service Information Bulletin (Revision 2) replaces SI B32 01 20 **dated July 2020**.

What's New:

- Parts list G29
- Warranty TREAD Act Statement

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.

For centers that qualify, this Recall repair is eligible to be performed via Mobile Assistance.

MODEL

E-Series	Model Description	Production Date
F97	X3 M Sports Activity Vehicle	March 11, 2019 – April 9, 2019
F98	X4 M Sports Activity Coupe	March 11, 2019 – April 10, 2019
G20	3 Series Sedan	October 30, 2018 – July 5, 2019
G29	Z4 Roadster	November 5, 2018 – February 26, 2019

AFFECTED VEHICLES

Affected vehicles which require this Campaign to be completed will show it as “Open” when checked either in AIR, the “Service Menu” of DCSnet (Dealer Communication System), ISPA NEXT or Warranty Vehicle Inquiry.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective June 9, 2020) on certain Model Year 2019 -2020 BMW vehicles that were produced between October 30, 2018 and July 5, 2019.

The steering gear tie rods over time could become damaged and break, affecting vehicle handling and control; and increase the risk of a crash.

The recall notice and Q&A have been attached for further information.

CORRECTION

Replace both tie rods.

PROCEDURE

Replace both tie rods according to repair instructions 32 21 231.

NOTE: Error in Technical Information for G29 REP 32 21 231.

Technical information incorrectly identifies the tie rods as “tension struts”

Do not replace the tension struts as per the REP Technical Information.

The repair information will be corrected to identify the tie rods.

Premium repair instruction

Replacing left or right tie rod (AW specification without wheel alignment)

32 21 231 | REP-REP-P-3221231-G29 - V.1

TECHNICAL INFORMATIONFor G29 vehicles up to 03/2019 **absolutely** always replace both tension struts (right and left).

PARTS INFORMATION

Please refer to the Parts Matrix for the parts ordering procedure.

Only use and invoice the part numbers below that apply.**Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of the claim.**

Parts list F97, F98 and G20

Part Number	Description	Quantity
32 10 5 A2E D29	Repair kit, tie rod and bellows	2
33 30 6 787 062	Combination nut (M14x1,5-10ZNNIV)	2

Parts list G29

Part Number	Description	Quantity
32 10 5 A2E D30	Repair kit, tie rod and bellows	2
33 30 6 787 062	Combination nut (M14x1,5-10ZNNIV)	2
33 30 6 772 888	Hexagon screw with washer	12

Note:

Other small parts, such as screws, nuts and seals to be replaced on the basis of the ISTA repair instructions, shall be selected from ETK according to the respective vehicle type and billed under the special report number.

WARRANTY INFORMATION

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

Defect Code: **0032140300** | **F97 F98 G20 G29 Replace both track rods****Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 724	Replace both tie rods, check alignment (without load) and adjust	Refer to AIR

Or:

The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 69 199	Replace both tie rods, check alignment (without load) and adjust	Refer to AIR

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. 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 01 20 WP 1), unless otherwise required by State law.

And, as applicable:

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

This Recall 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

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

If your center is presented with a reimbursement request, BMW of North America, LLC will reimburse qualifying customer-pay repairs to address the issue described in this bulletin that were performed on Affected Vehicles **prior** to the release of this Recall Service Information bulletin.

Please proceed as applicable:

The customer arrives with an affected vehicle to your workshop

Perform the open Recall repair outlined in this bulletin, and if the prior repair qualifies (see below), submit for both the Recall repair and the customer-pay reimbursement (Separate repair line items/separate defect codes).

Or:

The customer only presents your center with a customer-pay invoice for the prior repair

If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this Recall Service Information bulletin.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:

- Sublet Code 3
- Dollar amount (with no markup)
- Comment: RECALL 20V-355: STEERING GEAR TIE ROD - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
- Additionally, explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

Repairs that do not qualify for Reimbursement

Repairs that do not qualify for reimbursement include repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B320120_2020-BMW-MY19-2020-G2x-F9x-SteeringGearTieRod-QA-10 July 2020.pdf](#)

[picture_as_pdf B320120 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 20V-355: Steering Gear Tie Rod – B32 01 20

BMW AG is conducting a Voluntary Safety Recall (effective June 9, 2020) on certain Model Year 2019 -2020 BMW vehicles that were produced between October 30, 2018 and July 5, 2019.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

Safety Recall 20V-355
Steering Gear Tie Rod
Model Year 2019-2020
BMW 3 Series, Z4, X3 M SAV, X4 M SAC
Last Update: 06/16/2020

Q1. Which BMW Group models in the US are potentially affected by this Safety Recall? Certain Model Year 2019-2020 BMW 3 Series, Z4, X3 M SAV, and X4 M SAC models in the US, produced between October 30, 2018 and July 5, 2019, are potentially affected.

Q2. What is the specific issue?

The steering gear tie rods are an earlier design configuration which over time could become damaged and break, affecting vehicle handling and control, and increase the risk of a crash.

Q3. Why are other models / vehicles not included in this Safety Recall?

The tie rods in other models are of a different design.

Q4. Can I continue to drive my vehicle?

Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q5. Can I determine if this issue exists in my vehicle?

No. However, if the issue occurs, carefully move away from traffic and pull over to a safe location as soon as possible. If it is safe to do so, all occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive the vehicle. **Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.**

Q6. How did BMW Group become aware of the issue?

BMW Group became aware of the issue through our quality control procedures.

Q7. How will I be informed of this Safety Recall?

Letters will be mailed to owners in August via First Class mail advising them of this Safety Recall and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer. To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q8. How will my vehicle be repaired?

The steering gear tie rods will be replaced for free and will take about one hour.

Q9. Do I have to wait for my letter to have my vehicle serviced?

Yes. BMW Group is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through

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Model Year 2019-2020
BMW 3 Series, Z4, X3 M SAV, X4 M SAC
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IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.