



INCREASED STEERING EFFORT WITH CHECK CONTROL MESSAGE (CCM)

MODEL

G01 (X3 Sports Activity Vehicle)	G02 (X4 Sports Activity Coupe)
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SITUATION

During multiple vehicle steering maneuvering or extended time at steering end stops (i.e. “full lock”), the check control message (CCM) “Increased steering effort, drive moderately” (CCM ID 997) may appear.

The following fault code is stored in the EPS control unit:

- 4823F9 - Internal control unit - Excess temperature reduction steering assistance

CAUSE

Software error of the Electric Power Steering (EPS) control unit with current vehicle I-Level higher than or equal to S15A-19-07-5xx and lower than S15A-20-07-530.

CORRECTION

Program and encode the vehicle using ISTA 4.24.2x to I-Level S15A-20-07-530 or a more recent version.

PROCEDURE

Determine the vehicle’s current I-level by either using AIR or the ISPA NEXT application.

If the I-level is higher than or equal to S15A-19-07-5xx and lower than S15A-20-07-530 :

- Program the vehicle using **ISTA 4.24.2x** or higher (released **July 2020**)

Model	Target Integration level
G01 (X3 Sports Activity Vehicle)	S15A-20-07-530 or higher
G02 (X4 Sports Activity Coupe)	

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)) when performing programming.

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

If the I level is lower than or equal to S15A-19-07-5xx or higher than S15A -20-07-530: Do not program the vehicle. Perform further diagnosis with ISTA.

PARTS INFORMATION

Do not replace any parts for this issue.

WARRANTY INFORMATION

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.

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.

Please be sure to also perform any additional work (before and/or after) the selected campaign or other campaign repairs require and/or close the remaining open programming and encoding Technical Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program as provided below.

Defect Code:	3213021400	Steering gear occasional malfunction
:		
Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (in AIR as Recharge vehicle electrical system battery)	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

And, additionally for the:

e-Vehicles

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

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.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module related IRAP recovery procedure (when applicable as required)/repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate punch times).

Other Repairs

If updating the vehicle's software as outline is bulletin does not apply and other eligible/covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis).

As applicable to your center, please refer to [SI B01 01 20](#) or [B01 07 20](#) for your diagnosis work time claiming and explanation procedures.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal

