Common reasons of step-losing in a BMG extruder

Too tight between the driving gear and opinion gear so the stepper loses steps.

Slightly adjust extruder position.

Too tight between the dual gears.
Adjust clamp tension.

Chamfer the entry of channel so filament can enter more easily.

PTFE tube is too long, squeezed and deformed. Trim it to proper length.

Heat creeping so filament debris deposits and clogs the cold end of heat break.

Remove filament, set high hotend temperature, turn off heat sink fan and let heat creeping happen, dredge the heat break with a hot nozzle needle from underside.