



This Service Information bulletin supersedes SI B33 03 14 **dated May 2014**.

NEW **PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.**

NEW designates changes to this revision

SUBJECT

Service Action/Delivery Stop: Rear Shock Absorber Guide Support

MODEL

F15 (X5)

NEW SITUATION

Some rear shock absorbers may have been assembled with the incorrect guide support. These incorrect guide supports will cause a rattling noise within a low mileage.

NEW AFFECTED VEHICLES

This Service Action involves F15 X5 vehicles according to VIN selection.

First check if a Service label with a code number **687** is already attached to the B-pillar.

If a code number **687** has been punched out, the Campaign has already been performed and no further action is necessary.

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

MEASURE

Check **both** guide supports and replace if the wrong part number parts are found.

Correct part number: 6 851 881

Incorrect part number: 6 867 864

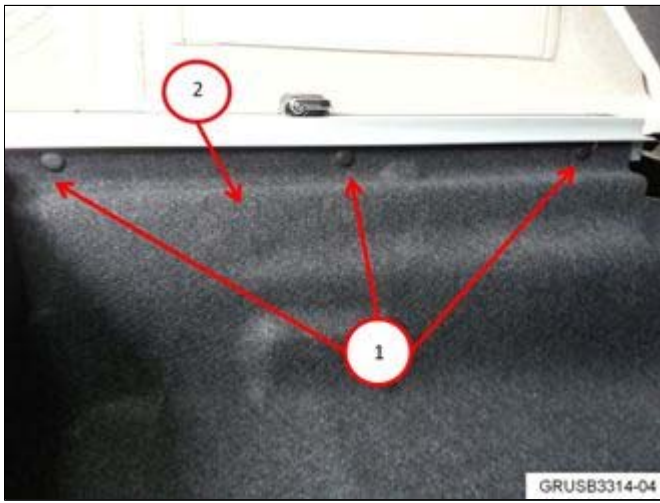
For vehicles without the third row seat option, proceed to procedure "A."

For vehicles with the third row seat option, proceed to procedure "B."

PROCEDURE A

Vehicles **without** the third row seat option:

	<p>Raise the luggage compartment floor. Remove the expanding rivets (1) from the left and right side of the luggage</p>
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compartment pan (2) to expose the shock absorber guide support.



Check the parts label on the guide support.

NOTE: The left side of the luggage compartment is shown. It may be necessary to use an inspection mirror to identify the parts label on the right side guide support.

If the incorrect guide support is installed, replace it per Repair Instruction 33 52 161.

See the attachment REP3352161.

PROCEDURE B

Vehicles **with** the third row seat option:



Fold out the third seat row to gain access to the bottom left and right trim panel (1).

Detach the trim panel (1) from the retainers towards the top.

Check the parts label on the guide support.

NOTE: The left side of the luggage



compartment is shown. It may be necessary to use an inspection mirror to identify the parts label on the right side guide support.

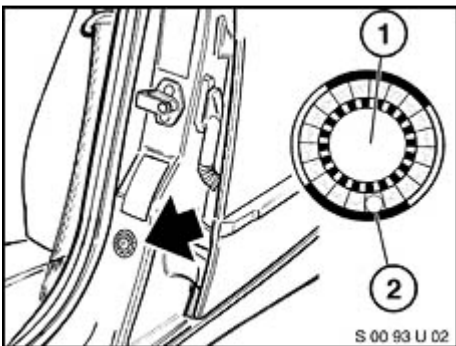
If the incorrect guide support is installed, replace it per Repair Instruction 33 52 161.

See the attachment REP3352161.

PARTS INFORMATION

Part Number	Description	Quantity
33 50 6 851 881	Guide support	Max 2
32 21 6 769 539	Hex nut, M12x1.5	Max 2
33 30 6 760 587	Hex nut, M10	Max 6
31 10 6 769 434	Hex bolt, M14x1.5x103	Max 2

NEW LABEL INSTRUCTIONS



This Service Action has been assigned code number **687**. After the vehicle has been checked and/or corrected, obtain a label (SD 92-439) and:

- A. Emboss your BMW center warranty number in the middle of the label (1);
- B. Punch out code number **687** (2), printed on the label; and
- C. Affix the label to the B-pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one because a number from an underlying label could appear in the punched-out hole of the new label.

NEW WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:	00 33 87 01 00	
Labor Operation:	Labor Allowance:	Description:
00 62 583	Refer to KSD2	Check both rear axle support bearings (no repair is necessary)
or		

00 62 584	Refer to KSD2	Check both rear axle support bearings; replace one support bearing
or		
00 62 585	Refer to KSD2	Check both rear axle support bearings; replace both support bearings

Vehicles with the Third Row Seat Option

Labor Operation:	Labor Allowance:	Description:
00 62 586	Refer to KSD2	Check both rear axle support bearings; replace one support bearing (vehicles with a third row of seats)
or		
00 62 587	Refer to KSD2	Check both rear axle support bearings; replace both support bearings (vehicles with a third row of seats)

The labor operation codes listed above are Plus labor operations.

ATTACHMENTS

View PDF attachment [B330314 REP3352161](#).

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