



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

NEW designates changes to this revision

SUBJECT

NEW **Service Action/Delivery Stop: Rear Shock Absorber Guide Support**

MODEL

F15 (X5)

NEW **SITUATION**

A Delivery Stop has been issued on certain 2014 model year F15 vehicles produced on March 5, 2014. These vehicles may be equipped with incorrect rear shock absorber guide support.

Affected vehicles in dealer inventory must not be retailed or delivered until this issue is corrected. Vehicles at ports of entry will be repaired prior to dealer delivery.

Affected vehicles are listed in the attachment to this bulletin and can be identified with a “Vehicle Comment” in DCS Warranty Vehicle Inquiry or ISPA with the description:

- Defect Code 0033870100, Delivery Stop, Rear Shock Absorber

NEW **CAUSE**

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 **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

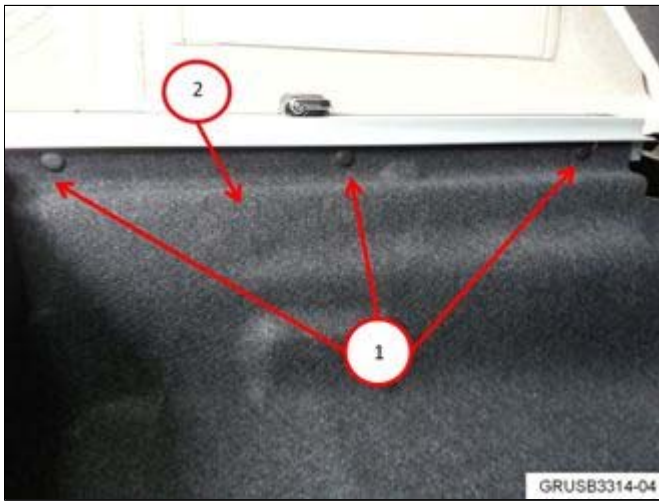
For vehicles without the third row seat option, proceed to procedure “A.”

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

NEW **PROCEDURE A**

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

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

NEW 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.

NEW 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 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	3 FRU	Check both rear axle support bearings (no repair is necessary)
or		
00 62 584	9 FRU	Check both rear axle support bearings; replace one support bearing
or		
00 62 585	15 FRU	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	14 FRU	Check both rear axle support bearings; replace one support bearing (vehicles with a third row of seats)
or		

00 62 587

25 FRU

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_VIN_List.**](#)

View PDF attachment [**B330314_REP3352161.**](#)

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