



SIB 31 01 20

2020-10-14

SERVICE ACTION: REPLACE THE WISHBONE OR TENSION STRUT

This Service Information Bulletin (Revision 1) replaces SI B31 01 20 **dated September 2020**.

What's New :

- Warranty Information
- Questions to the bulletin

MODEL

E-Series	Model Description	Production Date
G20	3 Series Sedan	June 19 to November 27, 2019
G29	Z4 Roadster	February 14 and 27, 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

An incorrectly pressed-in rubber mount in the wishbone, or hydraulic mount in the tension strut can lead to acoustic abnormalities in the front axle.

CAUSE

A process fault at the supplier resulted in the mounts of the affected wishbone or tension strut to be incorrectly pressed in.

CORRECTION

Replace the wishbone or tension strut.

PROCEDURE

Replace the affected wishbone or tension strut by VIN.

You are not able to determine the parts required for each VIN.

Please enter a recall IDS Ticket using part number 00 00 0 000 000 and the VIN. The Parts Technical Group has a master list of which side of each vehicle is affected, and will order the correct parts on your behalf.

- Replace the wishbone according to REP 31 12 001 Replacing left or right wishbone
- Replace the tension strut according to REP 31 12 050 Removing and installing/replacing left or right tension strut

PARTS INFORMATION

Please enter a Recall IDS Ticket with the VIN.

- **Do not attempt to determine if you need parts for the left or right side based on checking the vehicle**
- **The required Wishbone or Tension Strut (left or right) including the hardware listed below will be shipped to you based on a Parts Hotline master vehicle list**

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.

Additional Hardware G29 Wishbone

Part Number	Description	Quantity
33 32 6 760 668	Self-locking collar nut (M12x1.5-10 ZNS3)	1
31 10 6 760 222	Hexagon screw with flange (M12x1.5x95-ZNS3)	1
33 30 6 787 062	Combination nut (M14x1.5-10 ZNNIV)	1

Additional Hardware G20 Wishbone

Part Number	Description	Quantity
07 11 9 906 460	Hex bolt with washer (M12x1.5x110)	1
33 32 6 760 668	Self-locking collar nut (M12x1.5-10 ZNS3)	1
33 30 6 787 062	Combination nut (M14x1.5-10 ZNNIV)	1
With xDrive		
31 20 6 866 022	Collar screw with spring (M16x1.5x66)	1

Additional Hardware G20 Tension Strut

Part Number	Description	Quantity
31 10 6 885 777	Hexagon screw with flange (M12x136, 10.9)	1
31 10 6 874 585	Cage nut (M12x1.5-10 ZNS3)	1
33 30 6 787 062	Combination nut (M14x1.5-10 ZNNIV)	1
With xDrive		
31 20 6 866 022	Collar screw with spring (M16x1.5x66)	1

Additionally, other small parts that are not specified above, such as one-time use screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable repair (wishbone or tension strut) work package information below and the part numbers listed above that apply:

Defect Code:	0031990100	G2x Replace front axle wishbone and tension strut
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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 69 880	Replacing the wishbone (left or right as applicable), includes checking alignment (without load) and adjusting if necessary.	Refer to AIR
And, if necessary:	00 69 882	Additional work (with replacing the wishbone), when necessary / start-up of the steering (only when a wheel alignment adjustment is required and performed)	4 FRU
Or:			
# 2	00 69 881	Replacing the tension strut (left or right as applicable)	Refer to AIR

Or:

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

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Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 69 328	Replacing the wishbone (left or right as applicable), includes checking alignment (without load) and adjusting if necessary.	Refer to AIR
And, if necessary:	00 69 882	Additional work (with replacing the wishbone), when necessary / start-up of the steering (only when a wheel alignment adjustment is required and performed)	4 FRU
Or:			
# 4	00 69 329	Replacing the tension strut (left or right as applicable)	Refer to AIR

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: B31 01 20 WP 1), unless otherwise required by State law.

With replacing the wishbone, when a wheel alignment adjustment is required, please include an additional comment about performing the adjustment and the start-up of the steering.

And, as applicable:

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

This Service Action 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.

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
Parts inquiries	Submit an IDS ticket to the Parts Department