



SIB 31 01 21

2021-03-10

SERVICE ACTION: FRONT AXLE SUPPORT WEDGE

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

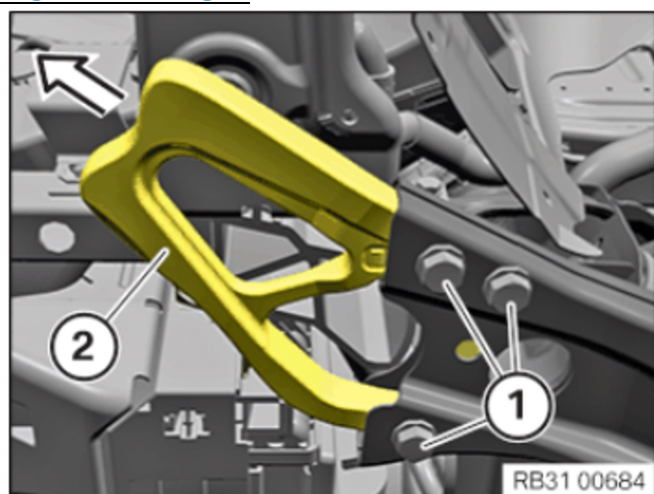
E-Series	Model Description	Production Date
F97	X3 M Sports Activity Vehicle	January 28 – 2021 – February 13, 2021
F98	X4 M Sports Activity Coupe	January 28 – 2021 – February 13, 2021

SITUATION

Due to a parts list error in production, the vehicle was not built according to specification.

CAUSE

Parts list error in production

CORRECTION

Install the left and right wedges (2) to the front axle.

PROCEDURE

Install the left crash wedge as per REP 31 10 035.

Install the right crash wedge as per REP 31 10 036.

PARTS INFORMATION

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.

Part Number	Description	Quantity
31 10 6 878 779	Crash wedge left	1
31 10 6 878 780	Crash wedge right	1
07 11 9 904 904	Hex bolt (M12x50)	6

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 Action will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above.

Defect Code:	0031050200	---
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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 70 786	Retrofitting crash levers on the left and right	7 FRU

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)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 70 254	Retrofitting crash levers on the left and right	9 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. 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 21 WP 1), unless otherwise required by State law.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department