



SIB 36 02 23

2023-04-19

DISTURBING TIRE NOISE IN THE 30 TO 50 MPH SPEED RANGE

☒ THIS REPAIR IS MOBILE FRIENDLY
MODEL

E-Series	Model Description	Production Date	Affected Option Code
G05	X5 Sports Activity Vehicle	From November 2019 to May 31, 2020	1PA 22" M Double-spoke bi color 742M 1PQ 22" M Double-spoke black 742M
G09	BMW XM Sports Activity Vehicle Plug-in Hybrid Electric Vehicle (PHEV)	From Start of Production	1FY 23" M Light Alloy Wheels Star Spoke Style 923M Bi-Color 1FZ 23" M Light Alloy Wheels Star Spoke 923MBiColor Nightgold

SITUATION

Tire noise from the front axle in the 30 to 50 mph speed range.

CAUSE

The combination of factory-installed wheels/BMW approved tires, control arms and front axle.

CORRECTION

G05: Retrofit/install vibration absorbers on the left and right control arms (one-time).

G09: The absorbers should already be installed as standard equipment. If they are not installed, retrofit them (one-time).

PROCEDURE

G05: Install a vibration absorber on left and right control arms as per **Note in step 5** of REP31 12 004

Note: The control arms do not need to be removed, installed, or replaced to install the absorbers.

Note: For the **G09**, if the absorbers are present on both control arms, no repair is needed.

If the absorber needs to be installed on either control arm, the reference repair procedure will need to be located by using the search function.

1. Select repair instruction (1)
2. Type as shown 3112004 (2)
3. Keyboard enter or click (3)
4. Repair instructions displayed (4)
5. Follow Note in Step 6 to install vibration absorber (5)

Note: The control arms do not need to be removed, installed, or replaced to install the absorbers.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

Part Number	Description	Quantity
31 10 6 884 584	Vibration absorber control arm	2
33 32 6 760 346	Hex bolt with washer (M12x1,5x87 ZNS3)	2
33 32 6 760 668	Self-locking collar nut (M12x1,5-10 ZNS3)	2

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks as described below.

Defect Code:	3112153900	Rubber mount/ball joint (on spring strut), front axle control arm, bottom Unpleasant noises
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Only one (1) Main work FRU allowance can be claimed per workshop visit.

Labor Operation	Description	Labor Allowance
31 99 000	Install vibration absorbers on the left and right control arms (Main work) (Work time)	6 FRU
Or:		
31 99 000	Install vibration absorbers on the left and right control arms (Plusposition) (Work time)	4 FRU
And, as needed:		
36 99 000*	Verifying the source of the tire noise from the front axle (Work time) (Factory installed wheels/BMW approved tires)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate (Factory installed wheels/BMW approved tires)	2 FRU

If you are using a Main labor code for another repair, use the Plus code WT FRU labor allowance 31 99 000 x 4 FRU instead of the 31 99 000 x 6 FRU.

The diagnosis work time labor operation codes 36 99 000 and 00 58 500 are not considered Main labor operations.

*Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

