



SIB 31 02 23

2023-08-24

FRONT AXLE NOISE WHEN TURNING THE STEERING WHEEL

This Service Information Bulletin (Revision 1) replaces SI B31 02 23 **dated April 2023**.

What's New (Specific text highlighted):

- Parts Information

THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	From January 2018
G02	X4 Sports Activity Coupe	From January 2018

SITUATION

Disturbing noises (thump/pop) when reversing slowly near the steering wheel limit position; for example, when leaving a parking space. See attached video V31 01 23.

CAUSE

The fill material in the tension strut hydro mount.

CORRECTION

Replace the left and right tension strut with a hydro mount.

PROCEDURE

If the noise complaint corresponds to the sound in the video, replace the left and right tension struts as per REP31 12 050.

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 8 854 993 Or 31 10 8 854 989	Tension strut with hydro mount left	1
31 10 8 854 994 Or 31 10 8 854 990	Tension strut with hydro mount right	1
07 12 9 908 068	Hexagon screw with flange (M12x1,5x115)	2
33 32 6 760 668	Self-locking collar nut (M12x1,5-10 ZNS3)	2
07 14 6 875 114	Hexagon nut with collar (M16X1.5 ZNNIV)	2

CLAIM INFORMATION

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

Defect Code:	3112073900	Rubber/hydraulic mount, tension strut/compression strut (inner) Unpleasant noises
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Labor Operation	Description	Labor Allowance
31 12 080	Removing and installing/replacing both tension struts (Main work)	Refer to AIR
Or:		
31 12 627	Removing and installing/replacing both tension struts (Plusposition)	Refer to AIR
And, as needed:		
31 99 000*	Confirming the noise complaint corresponds to the sound identified as described above (Work time)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 31 12 627 instead of 31 12 080.

Work time labor operation codes 31 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

Supporting Materials

Videos

[31 01 23](#)

