



SIB 31 02 24

2024-02-22

KNOCKING, THUMPING SOUND FROM THE FRONT AXLE

 THIS REPAIR IS MOBILE FRIENDLY

## MODEL

E-Series	Model Description	Production Date
G09	BMW XM Sports Activity Vehicle	From SOP
G70	7 Series Sedan & i7 Sedan	From SOP

## SITUATION

A knocking, “thump”-type noise may be heard from the front axle during straight-ahead driving on uneven road surfaces at low speed, e.g., below 40 mph.

## CAUSE

Electric Active Roll Stabilization (EARS) components.

## CORRECTION

Verify the sound can be reproduced in accordance with the attached video.

See attached video V31 02 24. The sound can be heard clearly at the 10-second time stamp.

## PROCEDURE

Determine the vehicle’s current I-level by either using AIR or the AWP (Aftersales Workplace) applications.

Were you able to reproduce the sound as heard in the video?

### Yes:

If the I-Level is lower than S18A-23-11-500 or G070-23-11-500:

Program the vehicle using **ISTA 4.44.1** or higher (released **October 2023**).

Model	Target Integration level
G09	<b>S18A-23-11-525</b> or higher
G70	<b>G070-23-11-520</b> or higher

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

**Always connect a BMW-approved battery charger/power supply (SI B04 23 10) when performing programming.**

For information on programming and coding with ISTA, refer to TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

### No, or I-Level is above 23-11-52x:

Further troubleshooting required.

## PARTS INFORMATION

Not required

## CLAIM INFORMATION

## Vehicle Programming and Encoding

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open. The programming and encoding procedure may only be invoiced one time.

**Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher when applicable (Includes labor operation codes 00 00 006/556, 61 21 528 and 61 00 730).**

**Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.**

Only when the above does not apply, the BMW software solution is then covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, or the BMW Certified Pre-Owned Program as described below.

<b>Repair Code:</b>	<b>3711043900</b>	<b>Active stabilizer bar ARS, front axle Unpleasant noises</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Carrying out vehicle test ( <b>Main work</b> )	As applicable
Or:		
00 00 556	Carrying out vehicle test ( <b>Plusposition work</b> )	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as needed:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time) (including verifying the sound can be reproduced)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
61 00 730	Program/encode control unit(s), includes deleting the fault memory	As applicable

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006, or exclude them (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

## BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the "Search" button. Next, click on the "Flat Rate Units" button and enter the flat rate labor operation code in the field to the right, click "Search" to display the Flat Rate Unit Group detail choices.

## Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

(\* 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.

### Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics and related test plans, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

### 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 02 24](#)

