



SIB 11 01 24

2024-07-24

SERVICE ACTION: REPLACE VIBRATION DAMPENER

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.

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

U11 (X1 Sports Activity Vehicle)

AFFECTED VEHICLES

- Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.
- Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

The vibration dampener side cover may not have been pressed in correctly, resulting in a vibration or a rough running sensation.

PROCEDURE

Replace the vibration damper as described in the Repair Instruction 11 23 010 “Removing and installing/replacing the vibration damper”.

Note: Prior to the removal of the drive belt, mark its direction of rotation. Be certain to reinstall the drive belt in the same direction.

PARTS INFORMATION

Use and invoice the part numbers below.

Part Number	Description	Quantity
11 23 7 952 888	Vibration damper	1
11 23 8 585 220	ASA bolt	4
11 11 8 664 905	Shaft sealing ring	1

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

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

Repair Code:	0011740700	U11 B48P Replacing vibration damper
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Below are the special flat rate labor operation code choices for this action.

The vehicle is already in the workshop.

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Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 76 799	Replacing vibration damper (Includes checking/topping off the engine oil level)	18 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 76 187	Replacing vibration damper (Includes checking/topping off the engine oil level)	19 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: B11 01 24), unless otherwise required by State law.

Sublet – Bulk Supply Materials (RO and Claim Comments Required)

Sublet Code 4	Reimbursement for the repair-related bulk supply material (Do not use the BMW part number for claim submission)	Up to \$50.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the full or proportional quantity used plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

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

This Service action qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code in this bulletin as follows:

- Sublet Code 2 - Itemize the claimed AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

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

