



SIB 31 04 24

DISTURBING NOISE FROM FRONT AXLE WHEN DRIVING ON A ROUGH ROAD SURFACE

2024-07-16

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THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date	Affected Option Code
I20	iX Sports Activity Vehicle	June 27, 2023 to August 2, 2023	Standard suspension

SITUATION

Knocking/rattling noise from front axle when driving on a rough road surface. See attached video V31 04 24

CAUSE

Tolerance problem within the spring strut. See attached video V31 05 24

CORRECTION

Replace both spring struts.

PROCEDURE

Replace both spring struts, left and right sides as per REP 3131031

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
Refer to ETK/AIR	Front right spring strut	1
Refer to ETK/AIR	Front left spring strut	1

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 Catalog according to the respective vehicle type and invoiced under the special defect code.

CLAIM INFORMATION

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.

Repair Code:	3132013900	Shock absorber with damping force adjustment (EDC/VDM) front axle Unpleasant noises
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Obtain the flat rate unit (FRU) allowance for the following that applies.

Labor Operation	Description	Labor Allowance
31 31 051	Replacing both spring struts at front (Main work)	As applicable
Or:		
31 31 517	Replacing both spring struts at front (Plusposition work)	As applicable
And:		

31 31 511	Replacing both spring struts at front (Associated work, spring struts completely removed)	As applicable
And, as needed:		
31 99 000*	Verifying there is a knocking/rattling noise from front axle(s) as described in this Service Information Bulletin (Work time)	WT FRU
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 31 517 instead of 31 31 051, or use 31 31 511 if both struts were already removed for perform another repair.

(*) 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.

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 the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

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 04 24](#)
[31 05 24](#)

