

**SIB 37 01 24**
KNOCKING NOISE FROM FRONT AXLE

2024-07-12

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

MODEL

E-Series	Model Description	Production Date	Affected Option Code
G09	BMW XM Sports Activity Vehicle	SOP to April 2024	
G60 BEV	i5 Sedan	SOP to April 2024	2VW – adaptive M suspension Professional
G70 ICE, BEV	7 Series Sedan & i7 Sedan	SOP to April 2024	2VS – Executive Drive Pro

SITUATION

While driving at low speeds (15-40 mph) on flat road surfaces, a knocking noise from the front axle may be heard during steering wheel movements. See attached videos V37 01 24 and V37 02 24

CAUSE

Inadequate preload/gap leads to backlash in the active stabilizer.

CORRECTION

If the issue can be reproduced in accordance with attached videos, replace the active front stabilizer.

PROCEDURE

Replace the active front stabilizer as per the REP 37 11 511.

PARTS INFORMATION

To determine the part number(s) that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number	Description	Quantity
Refer to ETK/AIR	Active stabilizer front	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**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.

After replacing the active front stabilizer, 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.

Copyright ©2024 BMW of North America, Inc.

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.

Repair Code:	3711043900	Active stabilizer bar ARS, front axle Unpleasant noises
---------------------	-------------------	--

Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plusposition work)	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	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.

And, as needed:

Labor Operation	Description	Labor Allowance
37 10 002*; or 37 99 000*	Troubleshooting – Checking and reproducing the issue (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

Work time labor operation codes 37 10 002/37 99 000 and 00 58 500 are not considered Main labor operations.

And:

Labor Operation	Description	Labor Allowance
37 11 511	Replacing the front active anti-roll bar (After vehicle diagnosis, without programming/coding)	As applicable

And for vehicles without an open programming Technical Campaign

Labor Operation	Description	Labor Allowance
61 00 730	Program/encode control unit(s), includes deleting the fault memory	As applicable

When applicable:

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

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	See the sublet reimbursement calculations below
----------------------	---	---

Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the full or proportional dealer net (DN) price amount for the 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.

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 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.

(*) 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
[37 01 24](#)
[37 02 24](#)

