**SIB 28 03 24**
2024-08-16

RATTLING OR CLATTERING NOISE FROM THE DOUBLE CLUTCH
TRANSMISSION

| ☐ | THIS REPAIR IS MOBILE FRIENDLY |
|---|---|

## MODEL

| U11 X1 Sports Activity Vehicle |
|---|

## SITUATION

There is a "rattling/clattering" noise from the engine compartment area.

The noise is mostly perceptible when driving past a wall with the side window of the driver's door open (sound reflection).

The noise complaint can occur in the following situations:

**Constant-speed driving on rough road surfaces:**
- Speed range 5 - 11 mph, 1st or 2nd gear, accelerator pedal position: lower partial load range

**Uphill driving:**
- Driving off forwards in 1st gear, uphill

- Driving off backwards (reverse gear), uphill

**Downhill driving:**
- Driving off in 1st gear, downhill

- Driving off in reverse, downhill

**Stopping on a hill:**
- Driving off in 1st gear, uphill driving, then stopping

- Driving off in 1st gear, downhill driving, then stopping

- Driving in reverse, uphill driving, then stopping

- Driving in reverse, downhill driving, then stopping

**Overrun (off throttle)/traction (engine brake) and traction/overrun transitions (throttle to off throttle, vice versa):**
- Speed range5 - 11 mph, 1st or 2nd gear, accelerator pedal position: lower partial load range

- Speed range 0 to 2 mph, reverse gear, accelerator pedal position: lower partial load range

**Very slow speeds 0 –3 mph**
- Driving off without pressing the accelerator pedal, with or without the brake applied: 0 to 3 mph

- Driving at a constant speed without pressing the accelerator pedal, with the brake applied: approx. 2 mph

- Brake the vehicle to a full standstill

Copyright ©2024 BMW of North America, Inc.

## CAUSE

EGS software calibration error.

## CORRECTION

Program the vehicle.

## PROCEDURE

Program the vehicle using ISTA 4.48.1x or higher (released late June, 2024).
.

| Model | Target Integration level |
|-------|--------------------------|
| U11 | U006-24-07-5XX 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 DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

## 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 instead 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 when available for covered items/repairs, the BMW Certified Pre-Owned Program as described below.

| Repair Code: | 2800223900 | Noise while driving, dependent on vehicle speed, double clutch gearbox DKG 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 **(Plus work)** | As applicable |
| And: | | |
| 61 21 528 | Supporting voltage of the vehicle electrical system / recharging vehicle battery | As applicable |
| And, as needed: | | |

Copyright ©2024 BMW of North America, Inc.

| 61 00 006* | Carrying out vehicle diagnosis, ABL (Work time) | WT FRU |
|---|---|---|
| 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 (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 (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.

**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 appliable 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.

## 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 |

Copyright ©2024 BMW of North America, Inc.