



SIB 36 02 24

2024-10-31

SERVICE ACTION: REPLACING REAR AXLE TIRES

 THIS REPAIR IS MOBILE FRIENDLY

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 if the campaigns have a status of remedy available. Otherwise, please release the vehicle.

MODEL

| E-Series | Model Description | Production Date |
|----------|----------------------------|------------------------------|
| G45 | X3 Sports Activity Vehicle | July 8, 2024 – July 29, 2024 |

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

Under certain circumstances, the inner liner of the tire may become detached, which can result in a slow loss of inflation pressure. This loss in inflation pressure is detected and displayed accordingly via the tire pressure monitoring system.

CAUSE

Due to insufficient production tolerances, the inner lining of the tires was not correctly configured.

CORRECTION

Replace the rear axle tires.

PROCEDURE

1. The new tires must be checked to verify the production date comply with a DOT greater than or equal to 3124.
2. Replace the rear axle tires as per REP 36 12 001 Replacing a tire (Includes wheel balance and programming the tire data)

Note: Checking the vehicle's wheel alignment is not necessary.

PARTS INFORMATION

Use and invoice the part number below.

| Part Number | Description | Quantity |
|-----------------|----------------------------|----------|
| 36 12 5 B49 0D1 | Continental EcoContact 6 Q | 2 |

For the following, 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 | Balance weight, zinc (10 g to 60 g available sizes) | As needed |
|------------------|---|-----------|

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: | 0036270200 | G45 Replacing tires on rear axle |
|---------------------|-------------------|---|

Below are the special flat rate labor operation code choices for this action.

Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

| Work Pkg | Labor Operation | Description (Plusposition) | Labor Allowance |
|-----------------|------------------------|---|------------------------|
| # 1 | 00 77 612 | Replacing rear axle tires tire (Includes wheel balancing and programming the tire data) | 11 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 77 076 | Replacing rear axle tires tire (Includes wheel balancing and programming the tire data) | 13 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 technician's RO notes and in the claim comments (For example: B36 02 24 WP 1), unless otherwise required by State law.

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

This Service Action's repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

- Sublet Code 2 - Itemize the 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 |

