



SIB 31 03 26

NOISE COMPLAINT FROM FRONT AXLE WHILE DRIVING OVER ROUGH ROAD SURFACE
2026-02-23

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	
G06	X6 Sports Activity Coupe	
G07	X7 Sports Activity Vehicle	

SITUATION

A customer may state that there is a “rattling” type of noise heard from the front axle while slow speed driving between 15 – 25 mph over rough road surfaces.

CAUSE

Various external influences can cause premature aging of the tension strut hydro-mount elastomer; which can lead to cracks in the material, and leakage.



CORRECTION

Replace **both** tension struts with tension struts containing rubber conventional mounts using part numbers:
 31 10 8 864 693 Left
 31 10 8 864 694 Right

PROCEDURE

Inspect the tension strut hydro-mount for damage.

Note: A defective hydro mount bushing requires picture documentation uploaded to the WarrantyApp under the identifier:

- SI B31 03 26 Tension Struts Hydro Bushings

In the event of at least one defective tension strut rubber hydro-mount, replace **both** the left and right tension struts with the improved conventional rubber mounts per REP31 12 050.

A mixed installation of both variants is not allowed.

PARTS INFORMATION

Use and invoice both part numbers listed below.

Part Number	Description	Quantity
31 10 8 864 693	Tension strut with rubber mounting, left	1
31 10 8 864 694	Tension strut with rubber mounting, right	1

And 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
07 14 6 885 389	Star-socket screw (M14x1.5x119)	2
07 14 6 885 653	Locking nut (M14x1.5-10 ZNS3)	2
07 14 6 875 114	Hexagon nut with collar (M16X1.5 ZNNIV)	2
07 11 9 908 596	Screw (M12x1.5x48)	8
31 20 6 795 249	Collar screw with spring (M16x1.5x72-8.8)	2

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants (in sublet), 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's resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repair Code:	3112074800	Rubber/hydraulic mount, tension strut/compression strut (inner) Leaking
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Diagnosis

Labor Operation	Description	Labor Allowance
31 99 000*	Verifying a rattling type of noise is coming from the front axle (Work time)	WT FRU

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00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
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And:

Required – Document the condition of both Tension Struts Hydro Mount Bushings

Labor Operation	Description	Labor Allowance
00 58 999	Lump-sum fee for photo documentation (Reference: SI B31 03 26 Tension Struts Hydro Bushings)	1 FRU

And, with the diagnosis above that applies to your center together with the work below that was performed.

Repair

Labor Operation	Description	Labor Allowance
31 12 080	Removing and installing/replacing both tension struts (Main work)	As applicable
Or:		
31 12 627	Removing and installing/replacing both tension struts (Plusposition work)	As applicable

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 31 12 627 instead of 31 12 080.

(*) 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 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

