



SIB 31 03 24

DISTURBING NOISE FROM FRONT AXLE WHILE PARKING, WITHOUT BRAKE ACTUATION 2026-04-08

This Service Information Bulletin (Revision 1) replaces SI B31 03 24 **dated July 2024**.

What's New:

- Correction revised
- Parts Information updated

<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
G70	7 Series Sedan, i7 Sedan (BEV)	From SoP

SITUATION

When rolling forward or backwards with the steering at full lock (left or right) without the brake applied, a “groan”-type noise may be heard from the front axle. The noise is most noticeable after load reversal.

See attached video V31 03 24.

The noise can be heard beginning at the 7 second time stamp.

CAUSE

The hydro mount of the tension strut has a stick-slick effect which is perceived as a groaning noise in the vehicle.

CORRECTION

The affected tension struts with hydro mounts are to be replaced with tension struts with **rubber mounts**. A mixed installation of both variants is not permissible!

Replace the tension struts as per REP 31 12 050 “Removing and installing/replacing left or right tension strut”.

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
31 10 8 881 403	Tension strut with rubber mounting, left	1
31 10 8 881 404	Tension strut with rubber mounting, right	1
33 31 6 767 586	ASA bolt with washer (M14x127-10.9)	2
33 30 6 760 349	Self-locking collar nut (M14x1.5-10 ZNS3)	2
07 14 6 875 114	Hexagon nut with collar (M16X1.5 ZNNIV)	2
For xDrive vehicles		
31 20 6 866 022	Collar screw with spring (M16x1.5x66)	2

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 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:	3112073900	Rubber/hydraulic mount, tension strut/compression strut (inner) Unpleasant noises
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Obtain the flat rate unit (FRU) allowances for the following that applies.

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)	As applicable
And, as needed:		
31 99 000*	Work time to verify the type of noise being heard from the front axle	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 12 627 instead of 31 12 080.

Work time labor operation codes 31 99 000 and 00 58 500 are not considered Main labor operations.

(*) 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

Supporting Materials

Videos

[31 03 24](#)