

**Service Action: Replace the Crankshaft Vibration Damper**

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.

**MODEL**

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle)	September 19, 2018 – December 13, 2019
G07	X7 Sports Activity Vehicle	September 19, 2018 – December 13, 2019

**SITUATION**

An incorrect crankshaft vibration damper and ribbed drive belt may have been installed on the vehicle. This may create insufficient belt tension at higher engine speeds (RPM).

**CORRECTION**

Replace the crankshaft damper, alternator, belt tensioner and ribbed drive belt.

**PROCEDURE**

Follow the following repair instructions:

- 11 23 010 Removing and installing/replacing vibration damper
- 12 31 020 Removing and installing/replacing alternator
- 11 28 020 Replace belt tensioner for drive belt of the alternator

**PARTS INFORMATION**

Part Number	Description	Quantity
07 14 6886617	Multi-purpose bolt ASA (M10x27 10.9 CNS)	10
07 14 7483888	Hexagon bolt (M10X55 10.9 ZNS)	2
11 28 8580360	Mechanical belt tensioner	1
11 23 8585220	External Torx (M10x65)	4
11 28 8650740	Ribbed drive belt (6PK x 1153)	1
11 23 8650741	Vibration damper	1
12 31 9908092	Torx screw (BM10x125)	1
07 12 9908286	Torx screw (BM10x75)	1

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
Refer to ETK	Alternator	1

**WARRANTY 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.

<b>Defect Code:</b>	<b>0011150600</b>	<b>G05 G07 B58C Replacing crankshaft vibration damper</b>
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Vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 70 967	Replace vibration damper, alternator, belt tensioner, and ribbed drive belt	44 FRU (G05); 43 FRU (G07)

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 70 408	Replace vibration damper, alternator, belt tensioner, and ribbed drive belt	45 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 RO technician notes and the claim comments (For example: B11 04 21 WP 1), unless otherwise required by State law.

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

This Service Action 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.

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department