



SI B36 02 05
Wheels and Tires

July 2005
Technical Service

This Service Information bulletin supersedes S.I. B36 02 05 dated June 2005.

NEW designates changes to this revision

SUBJECT

Noise and/or Vibration Caused by Irregular Tire Wear

MODEL

E60 (5 Series) equipped with Dunlop SP Sport 01 DSST Run Flat Tires

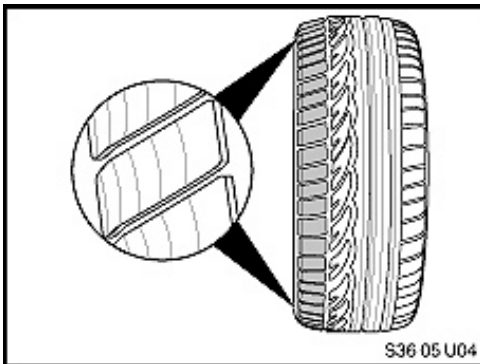
SITUATION

Noise and/or vibration caused by irregular tire wear on Dunlop SP Sport 01 DSST Run Flat tires may be objectionable to some customers. Irregular tire wear may also be noted during a service visit.

CORRECTION

If this situation is detected based upon a customer complaint and/or during a service visit; and only if the tires have less than 20,000 miles, replace all four (4) tires.

PROCEDURE



Check all four tires for proper inflation pressure and tread wear each time a customer comes into your center.

Noise and vibration may be caused by the irregular tire wear referenced in this Service Information. The wear only occurs at the tire's inner shoulder as indicated by the shaded area in the illustration.

The tires will have a feathered or scalloped edge on the inner tread blocks. If one or more tires are found with this condition, and the tires have less than 20,000 miles, all four (4) tires should be replaced with similar Dunlop tires, or when not available, with other BMW approved tires.

Assistance for situations outside of the scope of this Service Information will require submission of a PuMA case to the BMW Technical Hotline with required tire information such as DOT number, tire pressures, tire mileage, and digital pictures (if possible).

WARRANTY INFORMATION

The coverage offered by Dunlop for the situation described is in addition to their normal tire warranty. While tires are warranted by the Tire Company and not BMW of North America, claims that arise from this Service Information may be submitted by participating centers using the BMW Tire Center Target Satisfaction Program. For more information regarding the BMW Tire Center Target Satisfaction Program, please refer to Service Information [B01 02 04](#).

NEW BMW centers not enrolled in the BMW Tire Center Target Satisfaction Program must contact Dunlop directly at 1-888-637-3784 (1-888-OE SERVICE) for further assistance. As part of BMW Premium Aftersales Strategy, these BMW centers must provide the customers all the required assistance to resolve any issue, i.e. including and not limited to contacting Dunlop on behalf of the customers, providing alternate transportation, etc.

REIMBURSEMENT

Reimbursement for claims under this Service Information will be processed in accordance with the terms and conditions of the BMW Tire Center Target Satisfaction Program, except as noted below. Only centers enrolled in

the BMW Tire Center Target Satisfaction Program will be permitted to submit claims for reimbursement. The following information applies to all claims submitted in conjunction with this Service Information. 100% part and labor reimbursement as noted below, up to 20,000 miles on the tire.

Defect Code **36 12 02 77 DT** **Enter as a "BMW Tire Center Target Satisfaction Program" only**

Labor Reimbursement \$20 per tire Sublet code: 4

Shipping & Handling \$10 per tire Sublet Code: 4
Shipment to the nearest Dealer
Tire location

Tires Dealer Net cost

NOTES

Please note the following conditions apply to all claims related to this Service Information:

- Only tires that exhibit the specific wear outlined in this Service Information are eligible for coverage.
- Dunlop tires, when available, will be used for replacement.
- If the specified Dunlop tires are not available, please contact The BMW Tire Center for other BMW approved tires that can be used as substitutes.
- Tires which have been in use for more than 20,000 miles are not eligible for coverage under this Service Information.
- Tires that have been plugged, patched, or otherwise repaired are not eligible for coverage.
- All tires must be returned to Dealer Tire as outlined in Service Information [B01 02 04](#).
- Any tires received that do not meet all the criteria listed in this Service Information will result in a debit of the entire claim.

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