



This Service Information bulletin supersedes SI B51 16 14 dated **September 2014**.

#### SUBJECT

### Door Opens to First Stage While Driving

#### MODEL

F15 (X5)

**NEW** Produced from June 30, 2013 to December 4, 2014

With option 323 (Soft Close)

#### SITUATION

The door opens to the first stage and the Check Control Message (CCM) is displayed.

**NEW** This can affect any door.

#### **NEW** CAUSE

Automatic soft-close drive (Bowden cable lock)

#### **NEW** CORRECTION

Check the Bowden cable cover and door lock(s), and replace as needed.

Replace all four soft-close drives (SCA).

#### **NEW** PROCEDURE

Ask the customer the following questions to find out what actually occurred:

- Which door opened or showed open?
- Did the door only open to the first stage?
- Did the Check Control Message (CCM) display the open door?
- Did the interior lights turn on?

Refer to the B511614 attachment for the repair procedure.

Note: The repairs will be performed **on all four doors**:

- New modified Bowden cable covers
- New soft-close drives (SCA)
- Replacement of any door lock with a date code older than 133602.

#### PARTS INFORMATION

Part Number	Description	Quantity
51 21 7 325 297	Left side Bowden cable cover (front and rear)	2

51 21 7 325 298	Right side Bowden cable cover (front and rear)	2
51 21 7 281 945	Front left side front door lock	One as needed
51 21 7 281 948	Front right side front door lock	One as needed
51 22 7 281 955	Left side rear door lock	One as needed
51 22 7 281 956	Right side rear door lock	One as needed
<b>NEW</b> 51 20 7 419 839	Front left side soft-close drive	1
<b>NEW</b> 51 20 7 419 840	Front right side soft-close drive	1
<b>NEW</b> 51 20 7 419 841	Left side rear soft-close drive	1
<b>NEW</b> 51 20 7 419 842	Right side rear soft-close drive	1

**NEW** Note: Do not mix any old part numbers with new part numbers.

### WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty.

<b>NEW</b> Defect Code:	67 11 10 12 00	
<b>NEW</b> Labor Operation:	<b>NEW</b> Labor Allowance:	<b>NEW</b> Description:
51 21 110	Refer to KSD2	Removing and installing or replacing lock of both front doors
And:		
51 22 610	Refer to KSD2	Removing and installing or replacing lock of both front doors as plus work
And:		
51 99 000	6 FRU	Work time required to modify the 4 new bowden cable covers and replace all soft-close drives with removal, inspection or replacement of the locks for the doors

Labor operation code 51 21 110 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation 51 21 610 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the “Search” button, and then enter the applicable flat rate labor operation in the FR code field.

Even though work time labor operation code 51 99 000 ends in “000,” it is not considered a Main labor operation. Also, since the “work time” FRU allowance to be claimed is specified, a separate punch time is not required.

### ATTACHMENTS

View PDF attachment [B511614 Attachment](#).