



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.

#### SUBJECT

**Service Action: Replace the Tailgate Tension Spring**

#### MODEL

F01 (7 Series Sedan)

F02 (7 Series Sedan LWB)

F04 (Active Hybrid 7)

Vehicles **without** option code 316 (automatic trunk lid mechanism)

#### SITUATION

Tailgate does not stay in fully open position.

#### AFFECTED VEHICLES

This Service Action involves F01, F02, and F04 7 Series models 2009 to 2014. **Only** vehicles which require this Service Action to be completed will show it as “**Open**” when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

#### CAUSE

The tailgate tension spring may have come loose from the retaining bolt. The new replacement spring has improved dampening to prevent vibration.

#### PROCEDURE

1. Replace the left tension spring (new design). Follow ISTA REP 51 24 325 “Remove and replace the left-hand tailgate tension spring”
2. Replace the right tension spring (new design). Follow ISTA REP 51 24 326 “Remove and replace the right-hand tailgate tension spring”.

NOTE: Repair procedures is attached.

#### PARTS INFORMATION

Part Number	Description	Quantity
51 24 7 444 907	Tailgate tension spring set	1

#### WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

<b>Defect Code:</b>	<b>00 51 71 03 00</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 63 734	11 FRU: F01, F02; 8 FRU: F04	Replace both tailgate tension springs (Plus work)

#### **ATTACHMENTS**

View PDF attachment [B513015 Repair Procedure](#).

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