

2021-07-16



SIB 51 17 21

TAILGATE WILL NOT OPEN COMPLETELY

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	October 1, 2020- May 1, 2021
G07	X7 Sports Activity Vehicle	October 1, 2020- May 1, 2021

SITUATION

The tailgate will not completely open and will not close completely. In most cases, the tailgate will release and open only a short distance before stopping.

In some situations, a humming noise can be heard, but no activation can be seen.

CAUSE

The tailgate spindle is damaged. This **ONLY** affects vehicles produced from October 1, 2020- May 1, 2021.

Note: this is the **tailgate** spindle, mounted inside the lower part of the tailgate. This is not the spindle drive(s) for the upper hatch portion.

CORRECTION

Remove and inspect the tailgate spindle drive. Replace if damaged.

PROCEDURE

1. Remove the tailgate spindle drive following ISTA/AIR repair instructions **REP 51 24 425** "Removing and installing the electrical spindle drive for the trunk lid, bottom".



2. With the spindle removed, attempt to pull the silver extension rod from the body of the spindle as shown to the left.

3. If the spindle has come apart as shown above, replace the spindle drive. If the spindle drive has not come apart, re-install and continue troubleshooting, this bulletin does not apply.

PARTS INFORMATION

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/AIR	Spindle drive trunk lid, lower	1 if necessary

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	5124341200	Lower tailgate spindle drive (G05, G07, RR31, F95) Permanent failure
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Refer to AIR for the corresponding flat rate unit (FRU) allowance.

Operation	Description	Labor Allowance
51 24 425	Removing and installing the electrical spindle drive for the trunk lid, bottom (Main work)	Refer to AIR
Or:		
51 24 925	Removing and installing the electrical spindle drive for the trunk lid, bottom (Plus work)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 51 24 925 instead of 51 24 425.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

Other Repairs

If other eligible and covered work is performed after diagnosis and inspection, claim this work with the applicable Defect Code and the labor operations listed in AIR (including diagnosis).

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