



SIB 51 18 21

CENTER CONSOLE WILL NOT OPEN

2021-07-16

MODEL

E-Series	Model Description
F95	X5 M Sports Activity Vehicle
F96	X6 M Sports Activity Coupe
G05	X5 Sports Activity Vehicle
G06	X6 Sports Activity Coupe
G07	X7 Sports Activity Vehicle

SITUATION

The center console (armrest) may not open.

CAUSE

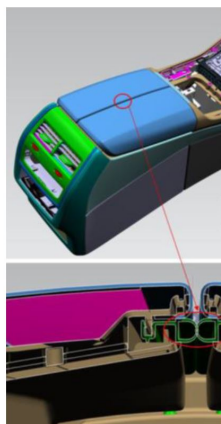
The following causes are known:

- Center console seal sticking (A)
- Damage to the opening mechanism (B)
- Incorrectly routed wiring harness (C)

CORRECTION

This bulletin serves as a diagnostic resource for troubleshooting center console opening complaints. In case of customer complaint, the following areas should be inspected.

PROCEDURE



A. The seal between the two halves of the armrest may be sticking. If found, apply lubricant P/N 83 19 9 408 523 to the seal and retest.



B. The opening mechanism may be damaged in multiple places. A detailed inspection will need to be completed to check the mechanism for damage.



C. The wiring harness for the center console operating center may be incorrectly routed around center console components, interfering with correct operation. Trace the wiring harness to determine if the cause is interference between the wiring harness and components.

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.

Specific parts needed for repair will depend on your findings.

Part Number	Description	Quantity
83 19 9 408 523	BMW Group Special Sliding Agent - (30mL)	As needed

WARRANTY INFORMATION

This Service Information bulletin provides technical, diagnostic, and repair-related information.

Damage caused by outside influences is not covered.

Eligible and Covered Work/Repairs

When used to repair a verified defect in materials or workmanship, the repair procedure information provided in this bulletin is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

To submit a claim, please follow the established and applicable warranty policy and procedures (Labor/Part/Sublet) that apply to the repair being performed.

Refer to AIR for the corresponding Defect Code, flat rate labor operations (including diagnosis) and the flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

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.

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