



SIB 51 20 22 CRACKING SOUND IN THE HEADLINER AREA

2022-12-15

This Service Information Bulletin (Revision 1) replaces SI B51 20 22 dated November 04, 2022.

What's New (Specific test highlighted)

- Defect code changed

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	SOP (start of production) – December 22, 2022	402 Panoramic Moonroof

SITUATION

While driving on rough roads, a cracking sound is heard coming from the headliner area.

Note: Please see attached video V51 04 22

CAUSE

Movement of the headliner holding clips.

CORRECTION

Apply felt strips to the contact surface area of the clips on the headliner brackets.

PROCEDURE

Verify that a cracking sound is heard from the headliner area. If yes, proceed to step 1.

- Lower the headliner following the repair instructions listed in AIR/ISTA (51 44 915).
 - Note: The headliner only needs to be lowered, and not removed**
- Remove all the clips from the headliner.



- Cut felt strips to 20 mm x 10 mm dimensions and apply it to all the brackets on the headliner (shown).

- Reattach the clips back onto the headliner and check for movement of the clips (the clips should be able to move with little effort).

- Note: Damaged clips must be replaced**

PARTS INFORMATION

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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
51 45 2 353 024	Set felt strip self-adhesive	Sublet as needed

CLAIM INFORMATION

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

Defect Code:	5412093900	Sunroof visor (SHD, panorama roof) Unpleasant noises
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Labor Operation	Description	Labor Allowance
51 00 001*	Localizing body complaint(s) (Main or Plus as applicable)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And		
51 44 935	Lowering and reattaching headlining with panoramic glass sunroof	Refer to AIR
And:		
51 99 000	Work time to cut the felt strips and apply them to all the brackets	3 FRU

Only one Main type of labor operation code can be claimed per workshop repair visit (one or more claim submissions, if applicable).

And:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk material (Do not use the BMW part number for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) is at the dealer net price amount for the proportional quantity used plus your center's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

*Based on which one applies to your center, please refer to [SI B01 01 20](#) or [B01 07 20](#) for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal

Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department
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Supporting Materials

Videos

[51 04 22](#)

