



SIB 41 07 22

2023-03-13

CRACKING SOUND FROM THE TOP OF B-PILLAR

This Service Information Bulletin (Revision 1) replaces SI B41 07 22 dated November 30, 2022.

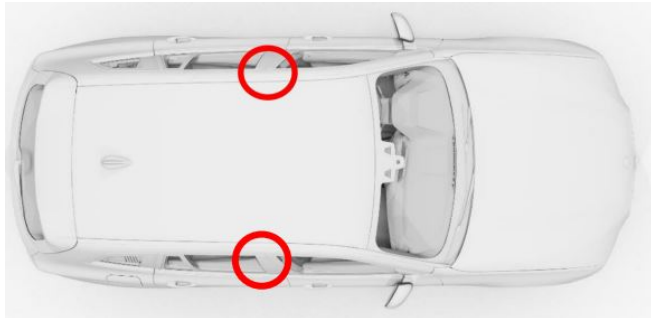
What's New:

- Procedure, Parts and Claims

MODEL

E-Series	Model Description
G01	X3 Sports Activity Vehicle
G02	X4 Sports Activity Coupe

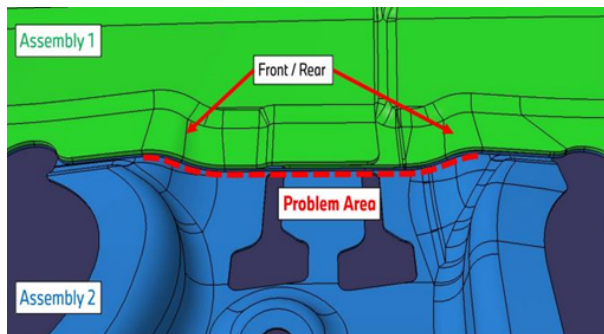
SITUATION



While driving the vehicle on normal roads at 10mph and above, a cracking sound from the top of the B-pillar(s) is heard.

Note: Please see attached video V41 02 22.

CAUSE



Movement of the sheet metal layers at the B-pillar(s).

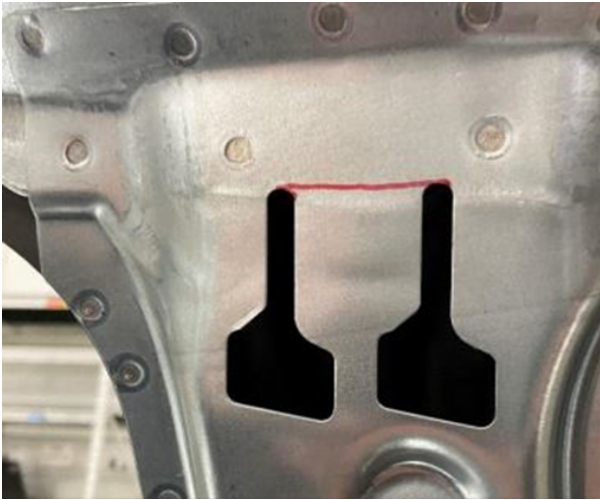
CORRECTION

Slightly bend the sheet metal layer at the top of the B-pillar.

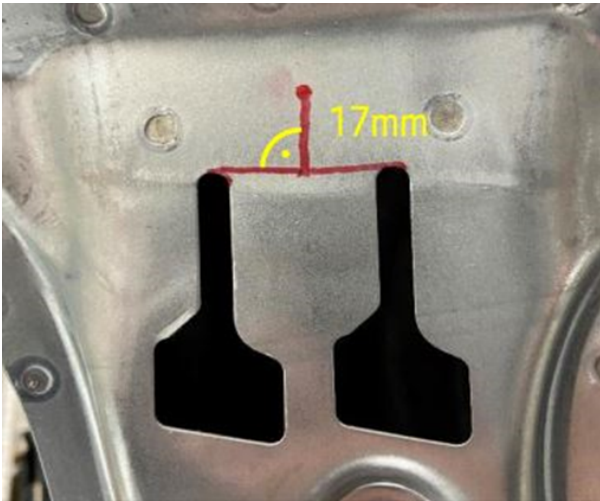
PROCEDURE

Verify that a cracking sound from the B-Pillar is heard. If yes, identify left/right or both, then proceed to step 1.

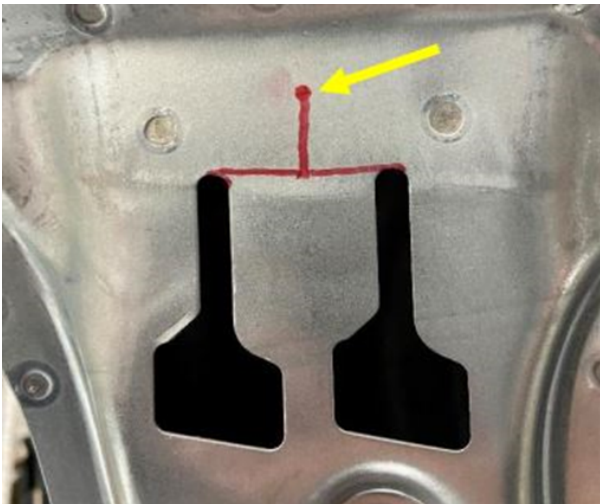
1. Remove the headliner and B-pillar trim panel following repair instructions in AIR/ISTA (51 44 001) and (51 43 148).
2. Using a Sharpie, draw a line across the highest point of the two keyholes.



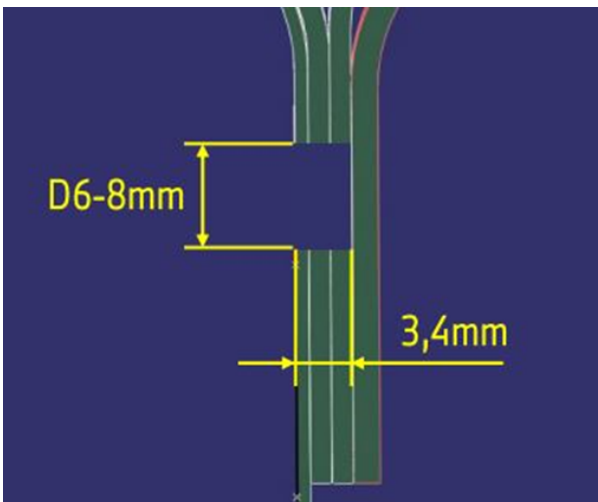
3. Starting from the center line you have drawn, draw another line vertically upward (17mm in length).



4. The top end of the vertical line, defines the exact position of the rework.



5. Using a weld spot drill bit, drill a hole with a diameter of 6-8mm through the first three sheet metal layers.



6. Measure the depth of the bore hole to ensure that all three sheet metal layers have been drilled through correctly.

Note: The rework might not be effective if the bore hole is not deep enough.

Drilling the bore hole to deep might weaken the structure excessively (should be avoided).

7. Seal the hole using MIG/MAG (metal inert gas/metal active gas) process. To ensure proper welding connection, the paint and corrosion protection around the drilled hole must be carefully sanded off.

Note: Make sure that all four sheet metal layers are completely connected before welding.



8. Clean and grind the welding surface to create a flat, smooth, and burr free surface. Then seal the entire area again with corrosion protection and paint

Note: The paint protection applied to this area does not have to be an exterior quality finish.

9. Reassemble the vehicle and verify the repair.

PARTS INFORMATION

As needed, materials and small parts, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the repair Defect Code listed in this bulletin

CLAIM INFORMATION

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

Defect Code:	4121003900	B-pillar Unpleasant noises
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A. Diagnosis and Accessing the Interior B-Pillar(s)

Labor Operation	Description	Labor Allowance
51 44 001	Removing and installing/replacing headlining (Includes removing the top B-pillar trim panel) (Main work)	Refer to AIR
Or:		
51 44 501	Removing and installing/replacing headlining (Includes removing the top B-pillar trim panel) (Plusposition)	Refer to AIR
And, as needed:		
41 00 009*	Verify the cracking sound at the B-Pillar(s) (Work time)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRI

If you are using a Main labor code for another repair, use the Plus code labor operation 51 44 501 instead of 51 44 001.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

And,

B. With "A" Above: Workshop Repair Complete - Repairing One or Both Sides

Labor Operation	Description (Work time)	Labor Allowance
41 99 000*	Setup and drill (# 2 to # 6) (Identify left/right or both) Clean, weld, grind welded surface flat/smooth (# 7) Re-clean the affected surface area (# 8) Apply corrosion protection and paint to the affected surface area (# 8)	WT

Work time labor operation codes 41 00 009, 00 58 500 and 41 99 000 are not considered Main labor operations.

And, as needed:

C. Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the proportional quantities 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.

Or:

D. Combination Repair: Workshop "A," Third-Party "B" with Sublet "C" as applicable

With Item "A:"

Labor Operation	Description (Item B - Work time)	Labor Allowance
Not Applicable	Third-Party performs all of item "B"	N/A
Or:		
41 99 000*	Third-Party performs only some portions of item "B"	WT as applicable

And, for the:

Third-Party Repair (Mobile Welding Service, CCRC or an Approved Body Shop)

Sublet Code 3	See the sublet reimbursement calculations below	Reimbursement for third-party welding and applicable mechanical work/labor, and their directly related bulk materials (excluding any required BMW part numbers to be used/invoiced on the repair order and claimed per the repair instruction/ETK/AIR)
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Invoice the item "B" third-party performed repair work on the repair order at the actual cost charged with no handling or markup. The sublet amount must also include any discounts or allowances.

Prior to having the third-party perform the repair work, determine the appropriate charge for performing the "necessary repair-related work procedures" by comparing their estimated repair cost against the corresponding

It is your center’s responsibility to review the estimate to ensure the amount requested for perform this repair work is customary, fair, and reasonable. Also, it must not exceed the scope of the repair work that is described in this bulletin.

- Third-Party “B” Work: On the repair order and in claim comment section, please itemize what portions of the item “B” work the third-party performed and the corresponding sublet amount.
- Center-related bulk materials (That apply to item “A” and to your center’s portion of item “B”): Claim this as outlined in “C” and itemize the claimed sublet amount on the repair order and in the 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

Supporting Materials

Videos

[41 02 22](#)

