



SIB 51 03 23

2023-03-01

KNOCKING SOUND IN THE DASHBOARD/BULKHEAD AREA

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description
F39	X2 Sports Activity Coupe
F48	X1 Sports Activity Vehicle

SITUATION

While driving on rough roads, a knocking sound can be heard coming from top of the instrument panel (aka dashboard) in the bulkhead area.

The sound can be changed by pressing down on the dashboard.

Note: Please see attached video V51 02 23.

CAUSE



Unfavorable amount of felt adhesive bond at the connection point on the dashboard and bulkhead.

CORRECTION

Apply felt strips to the contact surface area of both the dashboard and bulkhead.

PROCEDURE

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

1. Remove the dashboard following the repair instructions listed in AIR/ISTA (51 45 030).



2. Apply a felt strip to both the bulkhead upper part and to the dashboard.

Note: The felt strip must be cut according to the supporting surface.



Location of both felt strips, on the upper and lower prongs of the dashboard retaining clips.

3. Reassemble the vehicle and verify repair.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

Part Number	Description	Quantity
51 45 2 353 024	Set of felt strip self-adhesive	1

CLAIM INFORMATION

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

Defect Code:	5145003900	Complete dashboard paneling (including carriers) Unpleasant noises
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Labor Operation	Description	Labor Allowance
51 45 030	Removing and installing instrument panel trim (Main work)	Refer to AIR
Or:		
51 45 529	Removing and installing instrument panel trim (Plusposition)	Refer to AIR
And, as needed:		

51 00 001*	Localizing body complaint(s) (Work time)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
51 99 000	Cut, fit, and apply felt strips to both the bulkhead upper part section and to the corresponding instrument panel trim section	3 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 45 529 instead of 51 45 030.

Work time labor operation codes 51 00 001 and 00 58 500 are not considered Main labor operations.

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 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 topic 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

[51 02 23](#)

