



SIB 51 20 22 CRACKING SOUND IN THE HEADLINER AREA

2023-03-15

This Service Information Bulletin (Revision 2) replaces SI B51 20 22 **dated December 2022**.

What's New (Specific test highlighted)

- Cause fully changed
- Correction fully changed
- Procedure fully changed
- Claim Info. changed

THIS REPAIR IS MOBILE FRIENDLY

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

There are various possible causes.

1. The metal frame of the panorama roof cutout on the headliner is contacting the panorama roof.
2. Movement of the headliner holding clips.
3. The metal frame of the panorama roof cutout separates from the headliner.

CORRECTION

The correction is determined by the cause.

1. Pry open the contact area between the headliner and panorama roof.
2. Apply felt strips to the contact surface of the clips on the headliner brackets.
3. Replace the headliner.

PROCEDURE

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

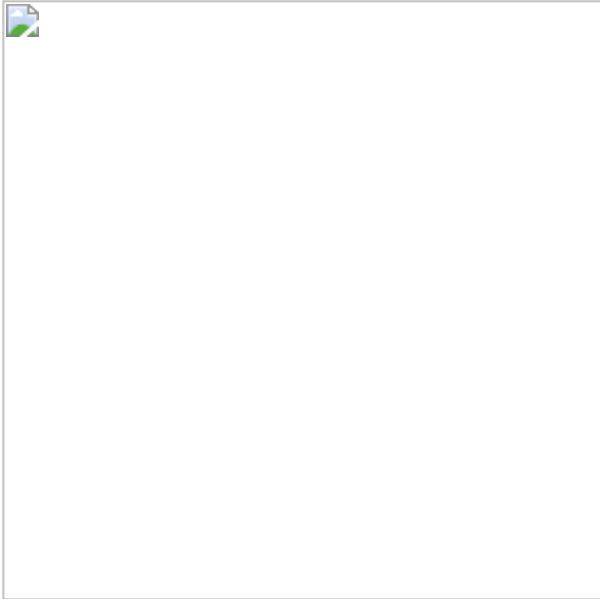
Cause 1:

1. Using a clip lifter, pry open the contact area to increase the gap to eliminate the contact. Make sure that the metal frame is not deformed in this visible area. If it is deformed, replacement is necessary (Reference the Cause 3 replacement repair instruction)

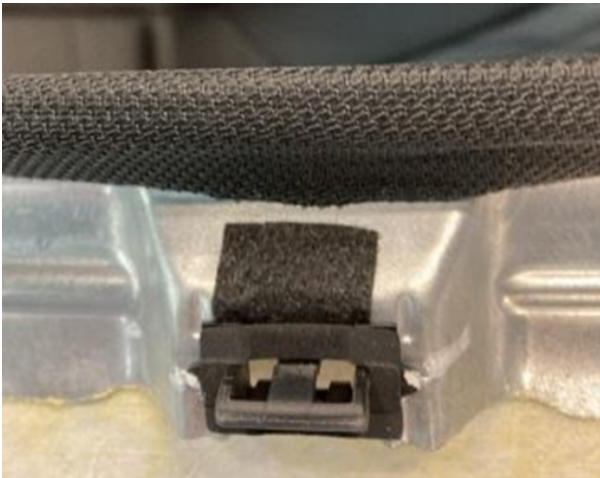


2. Reassemble the vehicle and verify repair.

3. If the noise is still present after performing this repair, proceed to Cause 2.



Cause 2:



1. Lower the headliner following the repair instructions listed in AIR/ISTA (51 44 915).

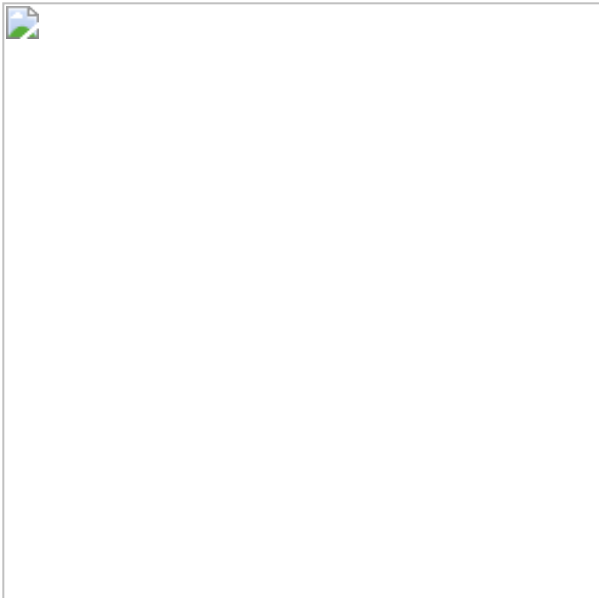
Note: The headliner only needs to be lowered, and not removed

2. Inspect the headliner. Review (**Cause 3:**)

3. Remove all the clips from the headliner.

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

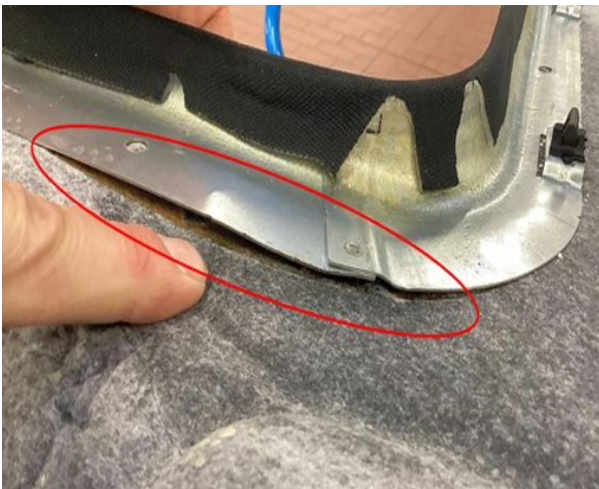
5. Reattach the clips back onto the headliner and check for movement of the



clips (the clips should be able to move with little effort).

Note: Damaged clips must be replaced

Cause 3:



1. After the headliner had been lowered, during (**Cause 2:**), it is discovered that the metal frame is visibly detaching from the headliner, the headliner must be replaced.

2. Replace headliner following the repair instructions listed in AIR/ISTA (51 44 011).

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 felt strip self-adhesive	1

If required.

Part Number	Description	Quantity
Refer to ETK/AIR	Headlining panoramic roof	1

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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Cause 1

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) (Plusposition)	2 FRU
Or:		
00 58 000*	Diagnosis Worktime Flat Rate (See below) (Main work)	3 FRU
And:		
51 99 000	Work time to eliminate the contact by increasing the gap	2 FRU

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

Cause 2

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) (Plusposition)	2 FRU
Or:		
00 58 000*	Diagnosis Worktime Flat Rate (See below) (Main work)	3 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.

Cause 3

Labor Operation	Description	Labor Allowance
51 44 011	Removing and installing/replacing headlining (For equipment specification with panorama roof) (Main work)	Refer to AIR
Or:		
51 44 511	Removing and installing/replacing headlining (For equipment specification with panorama roof) (Plusposition)	Refer to AIR
And, as needed:		
51 00 001*	Localizing body complaint(s) (Main or Plus as applicable)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate (Plusposition)	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 44 511 instead of 51 44 011.

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

*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 04 22](#)

