



SIB 51 02 22

2023-05-08

SERVICE ACTION: REPLACE THE BOTTOM TAILGATE SPINDLE DRIVE

This Service Information Bulletin (Revision 01) replaces SI B51 02 22 **dated April 2022**.

What's New (Specific text highlighted):

- Added Affected Vehicle section

☒	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date
F95	X5 M Sports Activity Vehicle	November 15, 2020 – January 15, 2022
G05	X5 Sports Activity Vehicle	November 15, 2020 – January 15, 2022
G07	X7 Sports Activity Vehicle	November 15, 2020 – January 15, 2022

AFFECTED VEHICLES

- Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.
- Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.
- For centers that qualify, this recall repair is eligible to be performed via Mobile Assistance.

SITUATION

In the affected vehicles, faulty spindle drives for the tailgate (lower section) may have been installed, which can fail over time.

CORRECTION

Replace the lower spindle drive on the tailgate.

PROCEDURE

Replace the spindle drive according to repair instructions 51 24 425 (...the electrical spindle drive for bottom tailgate).

Note: Step 2 of the “preliminary work” of the ISTA repair instructions outlines to “Tear off and remove the rubber covers (3) from the tailgate trim panel.” A note states that “The rubber covers (3) are destroyed during the removal and must be renewed.”

For this service action, this step is NOT correct. Care and attention must be taken to feed the lower tailgate trim out from behind the rubber striker covers without damage.

If the rubber striker covers are still damaged during removal, they will require replacement, but are rarely required.

PARTS INFORMATION

Only use and invoice the part number below.

Part Number	Description	Quantity
51 24 9 482 804	Bottom tailgate spindle drive	1
And only if damaged:		

51 49 9 450 083	Rubber cover kit for striker	1
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CLAIM INFORMATION

Reimbursement for this Action will be via normal claim entry utilizing the applicable work package information below and the part number listed above.

Defect Code:	0051390500	G05 G07 F95 Replacing lower tailgate spindle drive
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 72 526	Replace the bottom tailgate	9 FRU

Or:

The vehicle arrives at your center and this Service Action shows open (No other Main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 72 019	Replace the bottom tailgate	11 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B51 02 22 WP 1), 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

