



SIB 51 11 23

2023-06-09

CRACKING SOUND IN THE D-PILLAR TRIM PANEL

 THIS REPAIR IS MOBILE FRIENDLY
MODEL

E-Series	Model Description
i20	iX Sports Activity Vehicle

SITUATION

When driving on rough roads, a “cracking” sound can be heard coming from the D-pillar trim panel. The noise can occur on both left and right-side panels.

Note: See attached video B51 06 23.

CAUSE

Unfavorable friction between the D-pillar trim panel and the headliner.

CORRECTION

Apply felt tape to the top of the D-pillar trim panel.

PROCEDURE

Verify that a cracking sound from D-pillar trim panel is heard. If yes, proceed to step 1.

1. Remove the D-pillar trim panel following the repair instructions listed in ISTA/AIR (Left 51 43 320) (Right 51 43 322).



2. Using a thin layer of felt tape, apply it to the top of the D-pillar trim panel as shown in the photo (red bordered area at top).

Press firmly for maximum adhesion.

3. Install the D-pillar trim panel back on the vehicle and verify the 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 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 as described below.

Defect Code:	5143073900	Trim panel / D-pillar trim panel (inside) Unpleasant noises
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Diagnosis

Labor Operation	Description	Labor Allowance
51 00 001*	Localizing body complaint(s) (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

And, together with the repair below that was performed:

Repairing the Left Rear Side Only

Labor Operation	Description	Labor Allowance
51 43 320	Remove and install/replace left D-pillar trim panel, (Main work)	Refer to AIR
Or:		
51 43 820	Remove and install/replace left D-pillar trim panel (Plusposition)	AIR
And:		
51 99 000	Work time to apply a thin layer of felt tape to the top of the D-pillar trim panel (one-side)	1 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 43 820 instead of 51 43 320.

Or:

Repairing the Right Rear Side Only

Labor Operation	Description	Labor Allowance
51 43 322	Remove and install/replace right D-pillar trim panel (Main work)	Refer to AIR
Or:		
51 43 822	Remove and install/replace right D-pillar trim panel (Plusposition)	Refer to AIR
And:		
51 99 000	Work time to apply a thin layer of felt tape to the top of the D-pillar trim panel (one-side)	1 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 43 822 instead of 51 43 322

Or:

Repairing Both Rear Sides

Labor Operation	Description	Labor Allowance
51 43 271	Removing and mounting/replacing both D-pillar trim panels (Main work)	Refer to AIR
Or:		
51 43 771	Removing and mounting/replacing both D-pillar trim panels (Plusposition)	Refer to AIR
And:		
51 99 000	Work time to apply a thin layer of felt tape to the tops of the D-pillar trim panels (both sides)	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 43 771 instead of 51 43 271.

Work time labor operation codes 51 00 001, 00 58 500, 51 99 000 are not considered Main labor operations.

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 number) 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 06 23](#)

