



SIB 51 15 23

2023-09-06

TAILGATE/TRUNK WILL NOT UNLATCH OR OPEN

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description
G09	BMW XM Sports Activity Vehicle (SAV)
G60	5 Series Sedan
G70	7 Series Sedan
U11	X1 SAV

SITUATION

The tailgate/trunk will not unlatch or open when signaled via the interior button (driver's door panel) or the key fob.

Photo of the tailgate on the G09 (XM)



Photo of the trunk on the G70 (7 Series)



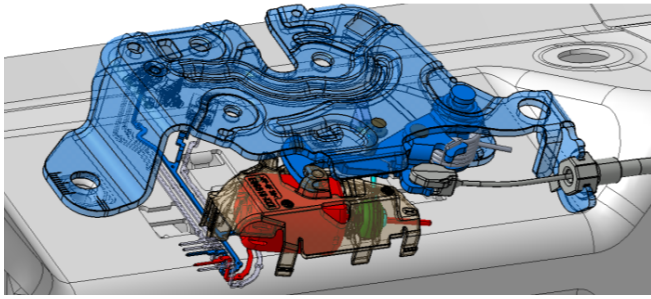
CAUSE

The tailgate/trunk latch is internally short circuited.

Note: The following fault code is stored in the BCP (Basic Central Platform):

- 80413F – CACL tailgate lock: Short circuit to ground

CORRECTION



Replace the tailgate/trunk latch.

PROCEDURE

1. Connect a BMW approved battery charger and read fault codes from the vehicle using ISTA.
2. If fault code **(80413F – CACL tailgate lock: Short circuit to ground)** is present and the tailgate/trunk CAN be opened, continue to step 3.
 - If tailgate/trunk CANNOT be opened, skip to step 4
3. Replace the tailgate/trunk latch following the repair instructions (51 24 100) listed in ISTA/AIR. Clear fault codes from the vehicle once completed.
4. If the fault code **(80413F – CACL tailgate lock: Short circuit to ground)** is present but the tailgate/trunk CANNOT be opened, continue to step 5.
5. Perform a BCP (Basic Central Platform) control module reset via ISTA and let vehicle enter a full sleep cycle; then continue to step 6.
6. Drive the vehicle over rough roads (exposing it to vibrations) to get the lever in the latch to break free. Continue to step 7.
7. Open the tailgate/trunk and replace the latch following the repair instructions (51 24 100) listed in ISTA/AIR. Clear the fault codes from the vehicle once completed.
8. Reassess the vehicle once repair is completed.

Note: If the tailgate/trunk does not open after going through these steps, please submit a TSARA reply requested case for further assistance.

PARTS INFORMATION

Parts are only required in those situations where it is determined that there is an issue with the corresponding system’s components. In these cases, repair the vehicle as necessary to address the specific issue found.

To determine the part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks, or the BMW Certified Pre-Owned Program as described below.

Repair Code:	5124005200	Tailgate lock Not opening
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor	Description	Labor Allowance
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00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plusposition work)	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as needed:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time) and perform the necessary additional work to release the latch	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
51 24 600	Replacing tailgate lock	As applicable

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number, which consists of the VIN's last seven (7) characters or use the full VIN. Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

*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

