



SIB 41 01 24

2024-04-02

## GROANING SOUND BETWEEN THE HOOD AND THE HOOD HINGES

 THIS REPAIR IS MOBILE FRIENDLY

## MODEL

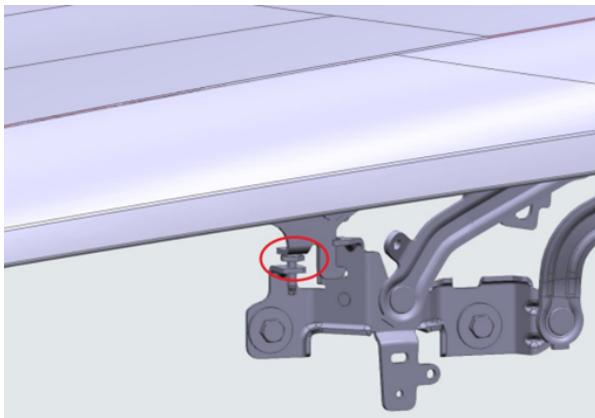
E-Series	Model Description
i20	iX Sports Activity Vehicle

## SITUATION

A groaning sound from the front of the vehicle while driving can be heard, particularly while cornering.

**Note: Please see attached video V41 01 24.**

## CAUSE



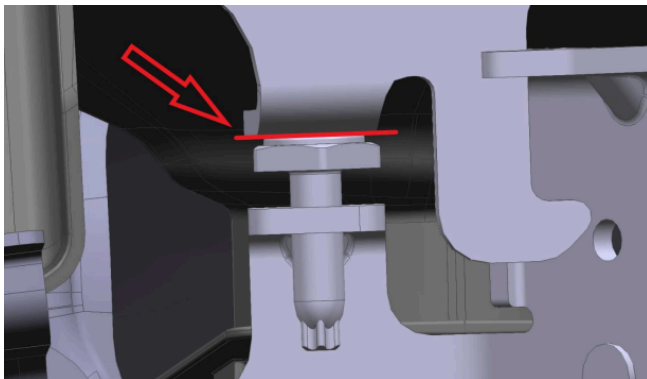
Tight clearance (circled) between the hood and the hood hinges.

## CORRECTION

Lubricate the head of the adjusting screw on the hinges.

## PROCEDURE

1. Open the front hood following the repair instructions and precautions listed in ISTA/AIR 41 61 516.



2. Using a small brush, apply a thin layer of Syntheso Glep 1 grease to the top of the adjusting screws on the hood hinges.

## 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
83 23 9 407 778	Grease Syntheso Glep 1 (100 gr / 3.53 ounces)	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.

<b>Repair Code:</b>	<b>4161013900</b>	<b>Bonnet (Hood) hinge Unpleasant noises</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
51 00 001*	Localizing body complaint(s) (Main or Plus as applicable)	WT FRU
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:		
41 61 516**	Moving the hood to the service position (Associated work)	As applicable
And		
51 99 000	Work time to apply a thin layer of Syntheso Glep 1 grease to the top of the adjusting screws on the hood hinges	2 FRU

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

(\*\*) Exclude if the hood had to be opened to perform another repair.

### Sublet – Bulk Supply Materials (RO and Claim Comments Required)

<b>Sublet Code 4</b>	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	Up to \$10.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply materials (BMW part numbers) is at the dealer net price amount for the proportional quantities 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.

### 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 the Chassis Number (last seven (7) characters of the VIN), and click on the "Search" icon. If two or more model vehicle choices show, select the applicable Model, or enter the full VIN (17 characters) instead. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available.

## 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
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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

[41 01 24](#)

