



SIB 51 11 23

2024-04-11

CRACKING SOUND IN D-PILLAR TRIM PANEL AND/OR CARGO AREA CAPPING TRIM PANEL

This Service Information Bulletin (Revision 1) replaces SI B51 11 23 **dated June 2023**.

What's New:

- Title updated
- Model production date added
- Situation updated
- Cause updated
- Correction updated
- Procedure updated
- Parts updated
- Claim Information updated

THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date
i20	iX Sports Activity Vehicle	SOP (Start of Production) – up to and including August 31, 2023

SITUATION



There are two situations:

1. While driving on a smooth paved road, a cracking sound can be heard coming from the right-side luggage compartment capping trim panel.
2. While driving on a smooth paved or rough road, a cracking sound can be heard coming from the D-pillar trim panel. The sound can occur on one or both sides (left and/or right).

The cracking sound for both components sounds the same and can only be differentiated by the road condition.

Note: See attached video V51 06 23.

CAUSE

There are two causes:

1. The alignment hole is too large on the right-side luggage compartment capping trim panel causing excessive play.
2. Unfavorable friction between the D-pillar trim panel and the headliner.

CORRECTION

There are two corrections:

1. Apply adhesive tape to the alignment holes of the right-side luggage compartment capping trim panel.
2. Apply felt tape to the top of the D-pillar trim panel.

Overlapping Labor Removal (AIR client's FRU Plausibility Check Tool)-

When Situation 1 and 2 are both performed during the same workshop visit as described in this Service Information Bulletin, please work together with your center's Warranty Manager, Warranty Administrator, and/or Booker to identify if overlapping labor is contained in the flat rate labor operation codes that are listed in the Claim Information below.

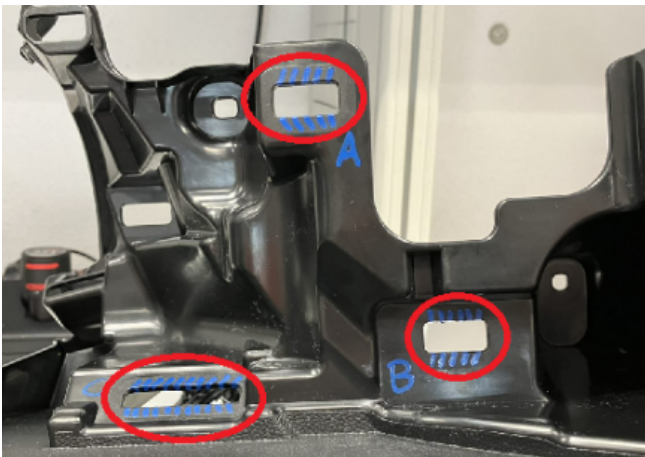
As determined by the AIR Client's FRU Plausibility Check Tool; calculate, claim, and submit for the reduced FRU allowances that apply.

PROCEDURE

Verify that a cracking sound from the right-side luggage compartment capping trim panel and/or D-pillar trim panel is heard. If yes, proceed to step 1.

Right-side luggage compartment capping trim panel:

1. Remove the right-side luggage compartment capping trim panel following the repair instructions listed in ISTA/AIR 51 47 157.



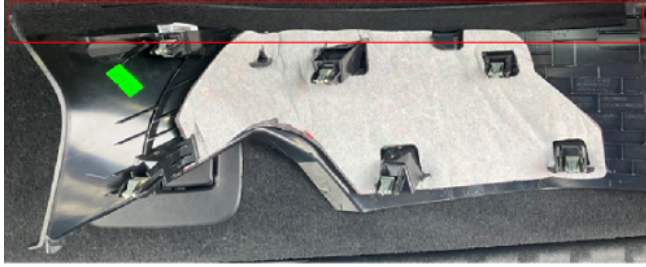
2. Apply adhesive tape to the marked alignment holes as shown in the photo.

3. Install the right-side luggage compartment capping trim panel back onto the vehicle and verify the repair.

D-pillar trim panel:

Copyright ©2024 BMW of North America, Inc.

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

Press firmly for maximum adhesion.

3. Install the D-pillar trim panel back onto 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 41 8 170 727	Adhesive tape (25 mm x 5 mm x 25 cm)	Sublet
51 45 2 353 024	Set felt strip self-adhesive (21.1 mm x1.1 mm x 12 cm.	Sublet

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks as described below.

Diagnosis (As applicable)

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

And, together with the repairs below that were performed:

1 - Repair Code:	5147263900	Shoulder trim panel, luggage compartment Unpleasant noises
-------------------------	-------------------	---

Only one Main work flat rate labor operation code can be claimed per workshop visit. Obtain the flat rate unit (FRU) allowances for the following that applies (See the overlapping labor statement below).

Saturation 1 - Repairing the Left Rear or Right Side Only

Labor Operation	Description	Labor Allowance
51 47 157	Removing and installing/replacing the cover for parapet (Wall) in cargo area, left or right (Main work)	As applicable
Or:		
51 47 657	Removing and installing/replacing the cover for parapet (Wall) in cargo area, left or right (Plusposition)	As applicable
And:		

51 99 000	Work time to apply a thin layer of felt tape to the cover for parapet (Wall) in cargo area (one-side)	1 FRU
-----------	--	-------

Or:

Saturation 1 - Repairing the Both Sides

Labor Operation	Description	Labor Allowance
51 47 157	Removing and installing/replacing the cover for parapet (Wall) in cargo area, left or right (Main work)	As applicable
Or:		
51 47 657	Removing and installing/replacing the cover for parapet (Wall) in cargo area, left or right (Plusposition)	As applicable
And:		
51 99 000	Work time for removing and installing/replacing the cover for parapet (Wall) in cargo area (other side, 1 FRU) and Work time to apply a thin layer of felt tape to the cover for parapet (Wall) in cargo area (Both sides, 2 FRU)	3 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 47 657 instead of 51 47 157.

And/or:

2- Repair Code:	5143073900	Trim panel / D-pillar trim panel (inside) Unpleasant noises
------------------------	-------------------	--

Saturation 2 - 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)	As applicable
Or:		
51 43 820	Remove and install/replace left D-pillar trim panel (Plusposition)	As applicable
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:

Saturation 2 - 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)	As applicable
Or:		
51 43 822	Remove and install/replace right D-pillar trim panel	As applicable

Copyright ©2024 BMW of North America, Inc.

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:

Saturation 2 - Repairing Both Rear Sides

Labor Operation	Description	Labor Allowance
51 43 324	Remove and install/replace left and right D-pillar trim panel (Main work)	As applicable
Or:		
51 43 824	Remove and install/replace left and right D-pillar trim panel (Plusposition)	As applicable
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)
--------------------------------	---	--

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.

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 the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the

Copyright ©2024 BMW of North America, Inc.

“Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

Overlapping Labor Removal (AIR client’s FRU Plausibility Check Tool)

When Situation 1 and 2 are both perform during the same workshop visit, as described in this Service Information Bulletin, please work together with your center’s Warranty Manager, Warranty Administrator, and/or Booker to identify if overlapping labor is contained in the flat rate labor operation codes listed above.

As determined by the AIR Client’s FRU Plausibility Check Tool; calculate, claim, and submit for the reduced FRU allowances that apply.

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](#)

