

**SIB 51 20 22**

2024-07-15

**CRACKING SOUND IN THE HEADLINER AREA**

This Service Information Bulletin (Revision 3) replaces SI B51 20 22 dated March 2023.

**What's New:**

- Parts and Claim Information sections updated.

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
F44	2 Series Gran Coupe	SOP (start of production) – December 22, 2022	402 Panoramic Moonroof

**SITUATION**

While driving on rough roads, a cracking sound is heard coming from the headliner area.

**Note: Please see attached video V51 04 22**

**CAUSE**

There are various possible causes.

1. The metal frame of the panorama roof cutout on the headliner is contacting the panorama roof.
2. Movement of the headliner holding clips.
3. The metal frame of the panorama roof cutout separates from the headliner.

**CORRECTION**

The correction is determined by the cause.

1. Pry open the contact area between the headliner and panorama roof.
2. Apply felt strips to the contact surface of the clips on the headliner brackets.
3. Replace the headliner.

**PROCEDURE**

Verify that a cracking sound is heard from the headliner area. If yes, proceed to step 1.

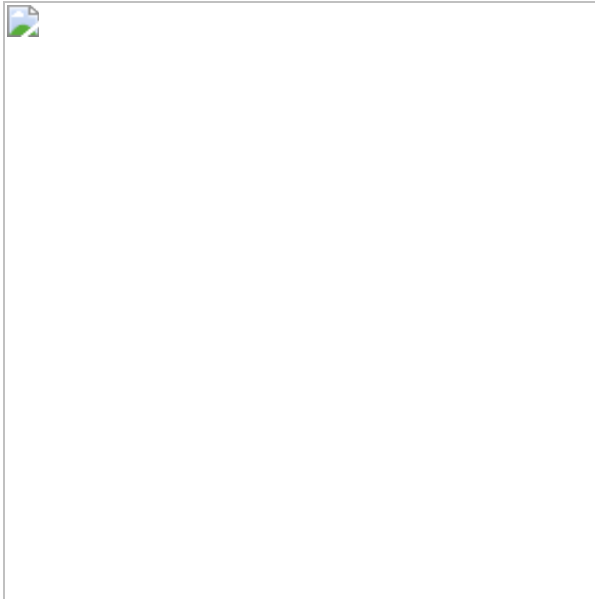
**Cause 1:**



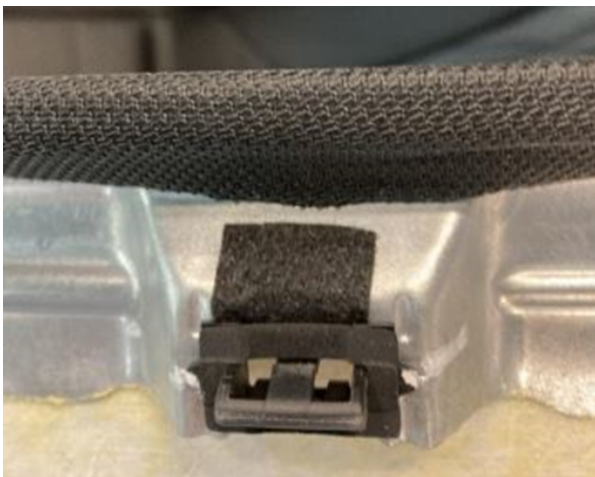
1. Using a clip lifter, pry open the contact area to increase the gap to eliminate the contact. Make sure that the metal frame is not deformed in this visible area. If it is deformed, replacement is necessary (Reference the Cause 3 replacement repair instruction)

2. Reassemble the vehicle and verify repair.

3. If the noise is still present after performing this repair, proceed to Cause 2.



### Cause 2:



1. Lower the headliner following the repair instructions listed in AIR/ISTA (51 44 915).

**Note: The headliner only needs to be lowered, and not removed**

2. Inspect the headliner. Review (**Cause 3:**)

3. Remove all the clips from the headliner.

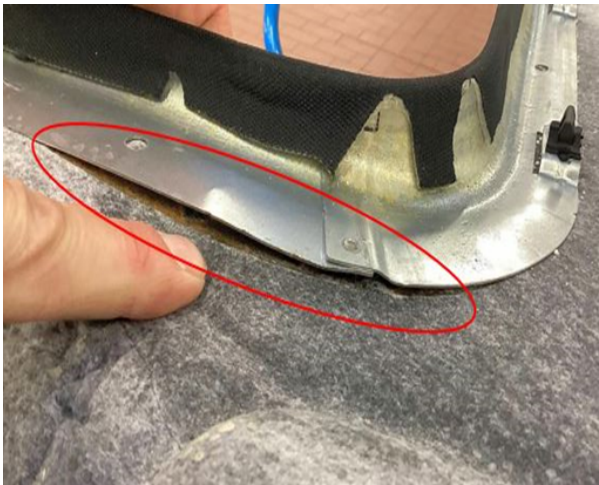
4. Cut felt strips to 20 mm x 10 mm dimensions and apply it to all the brackets on the headliner (shown in the photo).



5. Reattach the clips back onto the headliner and check for movement of the clips (the clips should be able to move with little effort).

**Note: Damaged clips must be replaced**

**Cause 3:**



- 1. After the headliner had been lowered, during (**Cause 2:**), it is discovered that the metal frame is visibly detaching from the headliner, the headliner must be replaced.
- 2. Replace headliner following the repair instructions listed in AIR/ISTA (51 44 011).

**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

If required:

Part Number	Description	Quantity
Refer to ETK/AIR	Headlining panoramic sunroof	1

**CLAIM INFORMATION**

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

<b>Repair Code:</b>	<b>5412093900</b>	<b>Sunroof visor (SHD, panorama roof) Unpleasant noises</b>
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Below are the flat rate unit (FRU) allowances for the following.

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
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:		
51 99 000	Work time to eliminate the contact by increasing the gap	2 FRU

Only one Main work flat rate labor operation code can be claimed per workshop visit.

For applicable centers, if work time labor operation code 51 00 001 includes Main work, then only use the Plusposition labor operation codes for any other repairs that are being performed.

### **Cause 2 (51 44 90 01 00)**

<b>Repair Code:</b>	<b>5144900100</b>	<b>F44 Noise in the panoramic glass sunroof / headlining area</b>
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Below are the flat rate unit (FRU) allowances for the following.

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
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		
51 44 935	Lowering and reattaching headlining with panoramic glass sunroof	As applicable
And:		
00 75 750	Additional work/rework panoramic glass sunroof including attaching felt part (Associated work)	6 FRU

Only one Main work flat rate labor operation code can be claimed per workshop visit.

For applicable centers, if work time labor operation code 51 00 001 includes Main work, then only use the Plusposition labor operation codes for any other repairs that are being performed.

And:

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

<b>Sublet Code 4</b>	Reimbursement for the repair-related bulk supply material (Do not use the BMW part number for claim submission)	See the sublet reimbursement calculations below
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) 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.

### **Cause 3 (54 12 09 39 00)**

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<b>Repair Code:</b>	<b>5144900100</b>	<b>F44 Noise in the panoramic glass sunroof / headlining area</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
51 44 011	Removing and installing/replacing headlining (For equipment specification with panorama roof) (Main work)	Refer to AIR
Or:		
51 44 511	Removing and installing/replacing headlining (For equipment specification with panorama roof) (Plusposition)	Refer to AIR
And, as needed:		
51 00 001*	Localizing body complaint(s) (Main or Plus as applicable)	WT
Or:		
00 58 500*	Diagnosis Worktime Flat Rate (Plusposition)	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 44 511 instead of 51 44 011.

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

**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 04 22](#)

