



SIB 61 15 24  
RATTLING NOISE ORIGINATING FROM THE TAILGATE

2024-08-05

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

E-Series	Model Description
i20	iX Sports Activity Vehicle

SITUATION

While driving over rough surfaces, a rattling noise can be heard in the area of the tailgate.

CAUSE

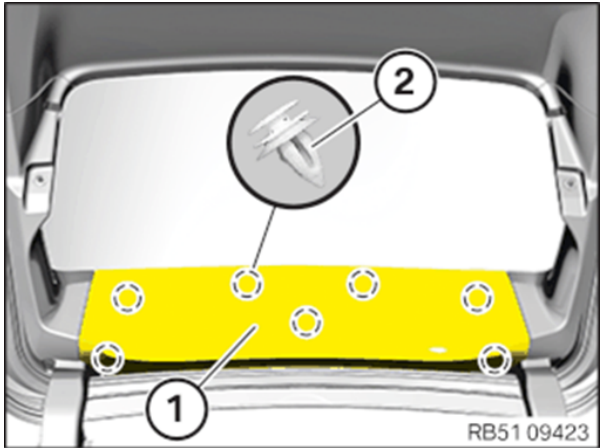
The rear washer fluid hose may not be fitted tightly.

PROCEDURE

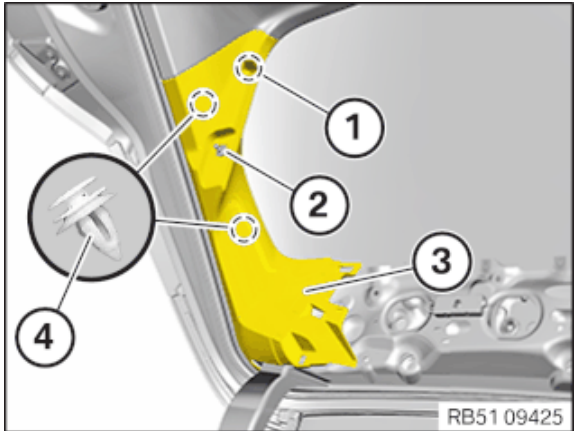
In the event of a customer complaint, proceed as follows.

1. Following the repair instruction “Removing and installing/replacing the tailgate trim panel 51 49 000 | REP-REP-P-5149000-I20 - V.1”, remove the rear deck.

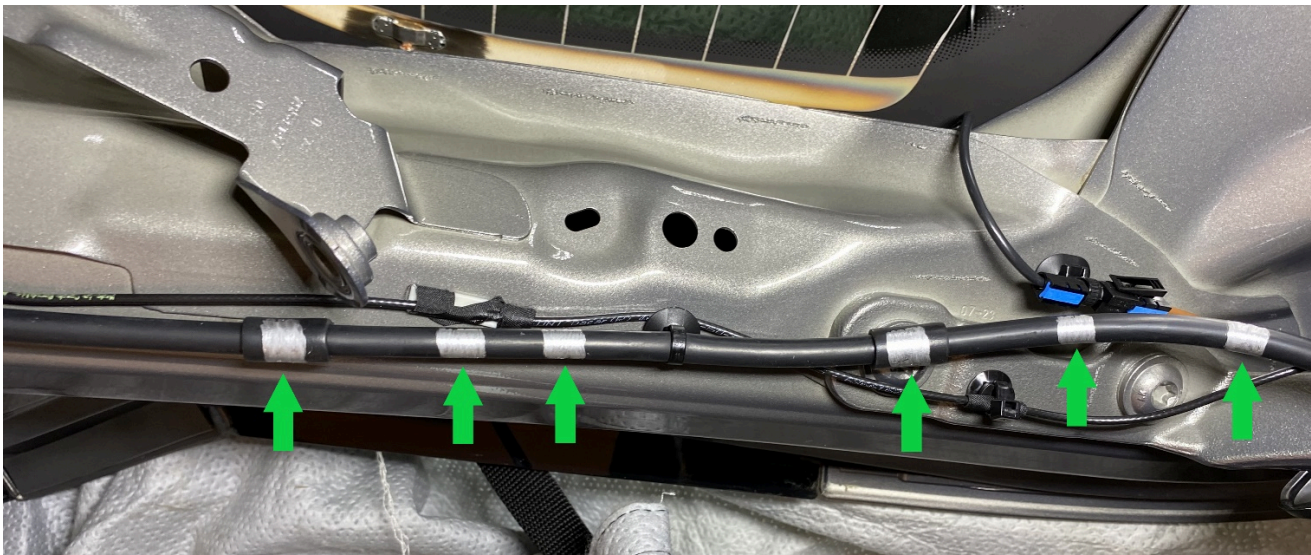
2. Remove trim (1) for the top rear window frame.



3. Remove trim (3) on the rear window frame left (driver side).



4. Locate the washer fluid hose and attach self-adhesive felt strips at the six (6) locations exhibited by the silver markings (arrows) in the image below.



5. Reassemble the top and left tailgate window frames following the repair instruction “**Removing and installing/replacing the tailgate trim panel 51 49 000 | REP-REP-P-5149000-I20 - V.1**”

**Note:**

Trim panel for rear window frame	Tightening Torques
4.2 x 16 bolt	1.2 Nm
Ball pin	9 Nm

6. Reassess the vehicle and verify the noise has been alleviated.

**PARTS INFORMATION**

To determine the part number(s) 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.

Part Number	Description	Quantity
51 45 2 353 024	felt strips, self-adhesive (6 pieces)	Sublet
Refer to ETK/AIR	Clips	If, 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:	6168023700	Lines/valves/connectors, rear window washer system Loose
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Obtain the flat rate unit (FRU) allowance for the following that applies.

Labor Operation	Description	Labor Allowance
51 49 000	Removing and installing/replacing the tailgate trim panel (Main work)	As applicable
51 49 500	Removing and installing/replacing the tailgate trim panel (Plusposition)	As applicable
51 00 001*	Localizing body complaint(s) (Work time)	WT FRU

Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
51 99 000	Work time size and attach self-adhesive felt strips	3 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 49 000 instead of 51 49 500.

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

**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 supply material (BMW part number) is at the dealer net (DN) price 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 “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

