



SIM 51 04 24 TAILGATE DOES NOT LATCH WHEN CLOSED

2024-12-05

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description
U25	MINI Countryman

SITUATION

The tailgate will not latch when closed.

CAUSE

The white clip at the end of the ribbon cable can move out of its position and get jammed behind the latch mechanism.

CORRECTION

Inspect the tailgate latch for proper installation of the white clip onto the latch mechanism.

PROCEDURE

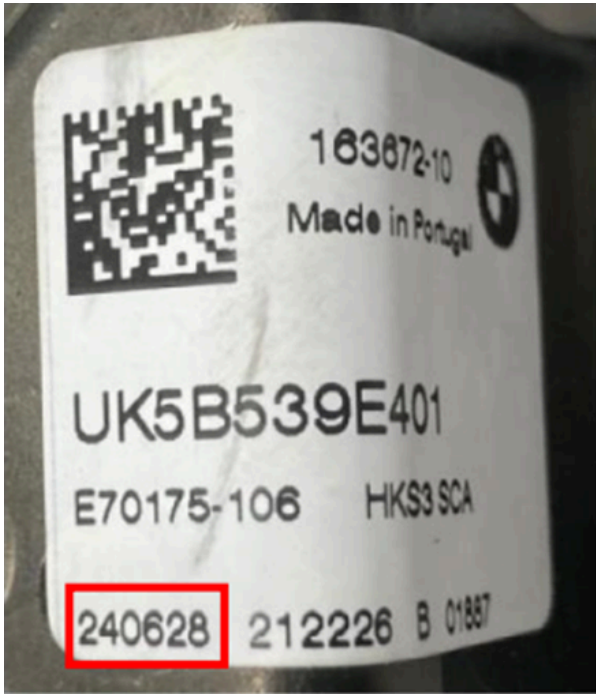
- Remove the trim covering the latch following the repair instructions listed in ISTA/AIR: Hatch - 51 49 00.

1. Inspect the white clip attached to the latch mechanism for proper installation.



BAD

- Latch will need to be replaced
- DO NOT** replace the SCA (Soft close actuator) if the vehicle is equipped with it
- When installing the new latch, make sure that the new latch has a production date after July 29, 2024 (yymmdd: 240730)
- The photo shows where to find the production date on the label



GOOD

- Latch does NOT need to be replaced for this issue, continue diagnosis as required

2. Verify repair and reassemble vehicle.

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
Refer to ETK/AIR	Tailgate latch	1 – If needed

CLAIM INFORMATION

Covered under the terms of the MINI New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repair Code:	5124005300	Tailgate lock Not closing
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Diagnosis

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

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And, with the diagnosis above that is applicable to your dealer together with the work below that was performed.

Repair

Labor Operation	Description	Labor Allowance
51 24 130	Removing and installing/replacing striker for tailgate lock (Main work) (Includes removing and installing the hatch trim panel)	As applicable
Or:		
51 24 630	Removing and installing/replacing striker for tailgate lock (Plusposition) (Includes removing and installing the trim panel)	As applicable

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 51 24 630 instead of 51 24 130.

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

(*) Based on which one applies to your dealer, please refer to **SI M01 01 20** or **M01 04 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 dealer performed, unless otherwise required by State law.

Other Repairs

If other eligible and covered work is performed because of performing approved diagnosis and inspection procedures, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

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

