



SIB 51 01 25

TAILGATE MALFUNCTIONS WHEN SIGNALLED TO OPEN

2025-01-13

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

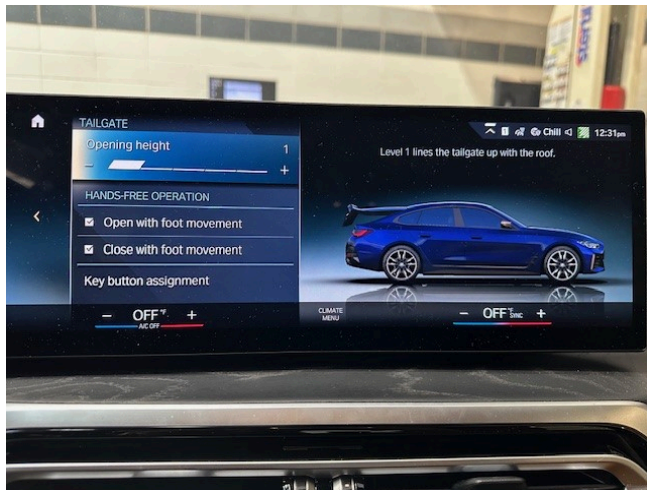
E-Series	Model Description
G26	4 Series Gran Coupe

SITUATION

The following issues may occur when signaling the tailgate to open:

- The tailgate latch does not unlock
- The tailgate will not completely open

CAUSE



When the “opening height” setting for the tailgate is set to the lowest setting, the setting prevents the latch from unlocking due to tensions that occur.

Note: Steps for adjusting the opening height setting for the tailgate in the head unit:

- All apps, Doors and windows, Tailgate, Opening height

CORRECTION

Measure the gap settings of the tailgate latch and adjust/replace if necessary.

PROCEDURE

1. Verify the customer’s concern.
2. Following repair instructions 51 24 004 listed in ISTA/AIR, measure the gap between the tailgate latch and rear bumper.
 - A. If the gap for the latch is **NOT** within spec, adjust the latch according to the repair instructions 51 24 004.
 - B. If the gap for the latch **IS** within spec, replace the latch following the repair instructions listed in ISTA/AIR 51 24 100.
3. Reassemble the vehicle and verify the repair.

PARTS INFORMATION

2B Repair – Replacing the Tailgate Lock

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To determine the part number 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	Trunk lid (aka tailgate) latch	1 if needed

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group's resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

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

Repair Code:	5124005200	Tailgate lock Not opening
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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

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

And, with the diagnosis above that applies to your center together with the work below that was performed.

2A Repair – Adjusting the Rear Lid Lock

Labor Operation	Description	Labor Allowance
51 24 004	Adjusting rear lid lock (Tailgate lock lower section) (Main work)	As applicable
Or:		
51 24 504	Adjusting rear lid lock (Tailgate lock lower section) (Plusposition)	As applicable

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 51 24 504 instead of 51 24 004.

Or:

2B Repair – Replacing the Tailgate Lock

Labor Operation	Description	Labor Allowance
51 24 100	Replacing tailgate lock (Tailgate lock lower section) (Main work)	As applicable
Or:		
51 24 600	Replacing tailgate lock (Tailgate lock lower section)	As applicable

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If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 51 24 600 instead of 51 24 100.

(* 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.

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

