



SIB 51 07 23

2025-03-21

UPPER AND LOWER TAILGATE DIAGNOSIS

This Service Information Bulletin (Revision 04) replaces SI B51 07 23 **dated April 2024**.

What's New (Specific text highlighted):

- Updates to the attachment.

☐ THIS REPAIR IS MOBILE FRIENDLY
MODEL

E-Series	Model Description
F95	X5 M Sports Activity Vehicle
F96	X6 M Sports Activity Coupe
G05	X5 Sports Activity Vehicle
G06	X6 Sports Activity Coupe
G07	X7 Sports Activity Vehicle

SITUATION

This bulletin outlines known areas of upper and lower tailgate functionality, operational noise, or static noise for the vehicles listed above. It serves only as a diagnostic resource in troubleshooting complaints from the tailgate area.

This bulletin and the associated attachment are designed to provide one single diagnostic resource for troubleshooting all known issues related to the tailgate of the BMW Sports Activity Vehicles/Coupes (SAV/SAC) which have quality improvement measures already in place.

CAUSE

The attached diagnostic resource provides repair instructions related to tailgate functionality, operational noise, and static noise.

CORRECTION

Utilize the attached diagnostic troubleshooting document based on the customer complaint.

Note: The diagnostic troubleshooting document is interactive. For each set of customer complaints (upper tailgate function, lower tailgate function, function noise, and static noise) an overview page will be displayed showing the areas of potential concern related only to the customer complaint. Clicking the applicable links will bring the technician to specific areas to investigate and repair.

PROCEDURE

Each slide is accompanied by a suggested diagnostic troubleshooting method and a repair suggestion.

Note: For any vehicle where a defect is found that is NOT included in the diagnostic troubleshooting document, a TSARA INFO case must be submitted providing feedback/photos when possible, of the defect so that product quality improvements and diagnostic resources such as this can continue to be developed.

- If the vehicle cannot be diagnosed using the troubleshooting document and additional diagnostic assistance is required or additional information is needed on any issue in the document, a TSARA reply requested case should be submitted.
- Please reference the exact issue found in the technician warranty notes (“the story”) so that we can continue to compare your findings against the quality improvements which we have in place. The title

of the slide related to the issue that was found should be included in the technician notes for reference.

PARTS INFORMATION

Required parts will depend on the specific repair that is necessary. This bulletin only serves as a diagnostic resource.

Refer to ETK/AIR if parts are required for a repair.

CLAIM INFORMATION

This Service Information bulletin provides technical and diagnosis-related information.

Damage and/or issues caused by outside influences are not covered under the BMW limited warranties.

Eligible and Covered Work/Repairs

When used to repair a verified defect in materials or workmanship, applicable repairs are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks unless otherwise instructed (Service Information Bulletin repair procedure may apply).

To submit a claim, please follow the established and applicable warranty policy and procedures (Labor/Part/Sublet) that apply to the repair being performed.

Refer to AIR for the corresponding Defect Code, flat rate labor operations (including diagnosis that applies*) and the flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

*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

Supporting Materials

[picture_as_pdf 51_07_23_Attachment 1.pdf](#)

HATCH DEFECTS

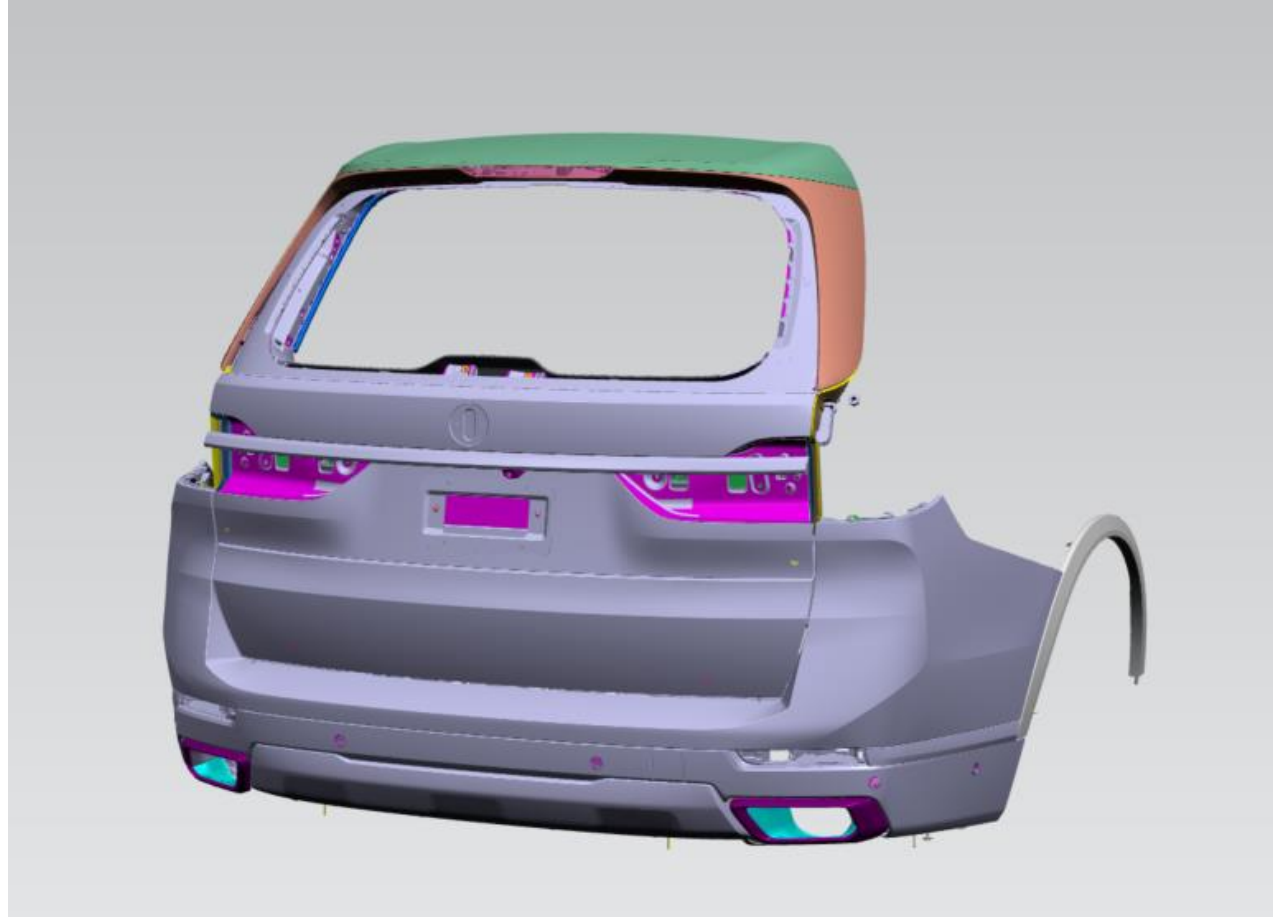
WHAT IS THE ISSUE?

**UPPER TAILGATE
FUNCTION**

FUNCTION NOISE

**LOWER TAILGATE
FUNCTION**

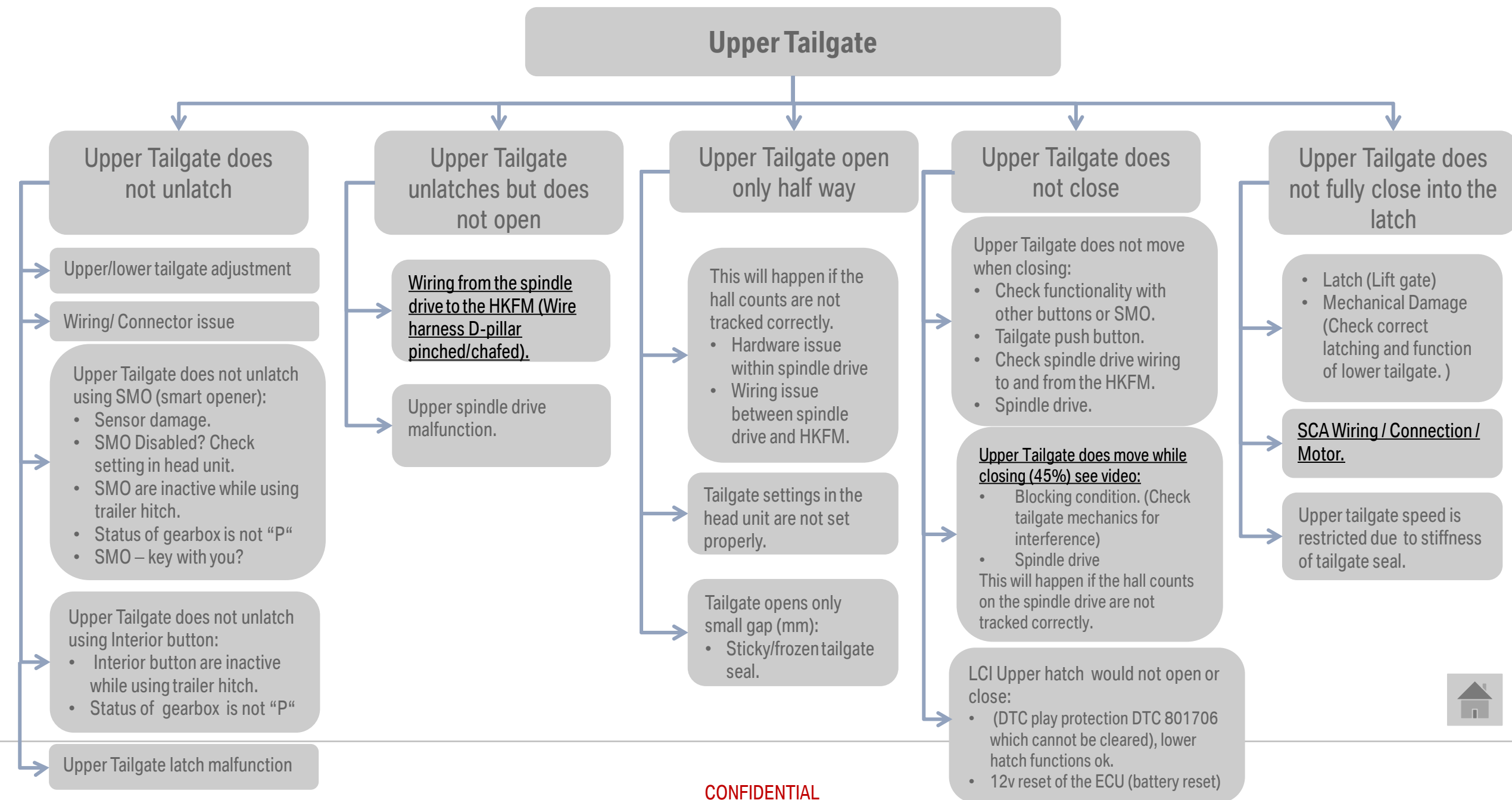
STATIC NOISE



The background features a smooth gradient from dark blue at the top to white at the bottom. Overlaid on this is a grid of thin, glowing lines in shades of blue and green. The lines are more densely packed and brighter on the right side, creating a sense of depth and perspective.

FUNCTION

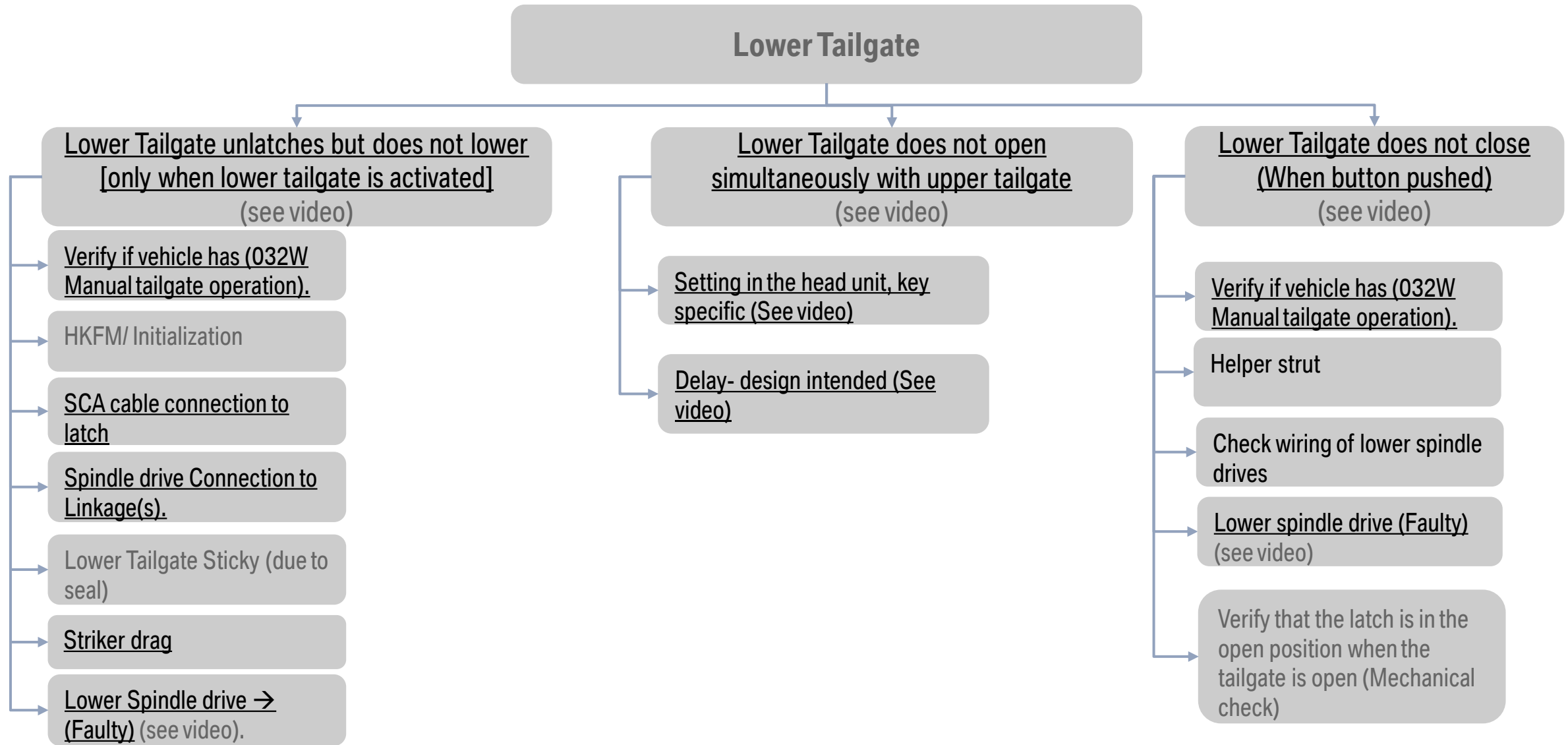
WHICH TYPE OF FUNCTION ISSUES?



CONFIDENTIAL



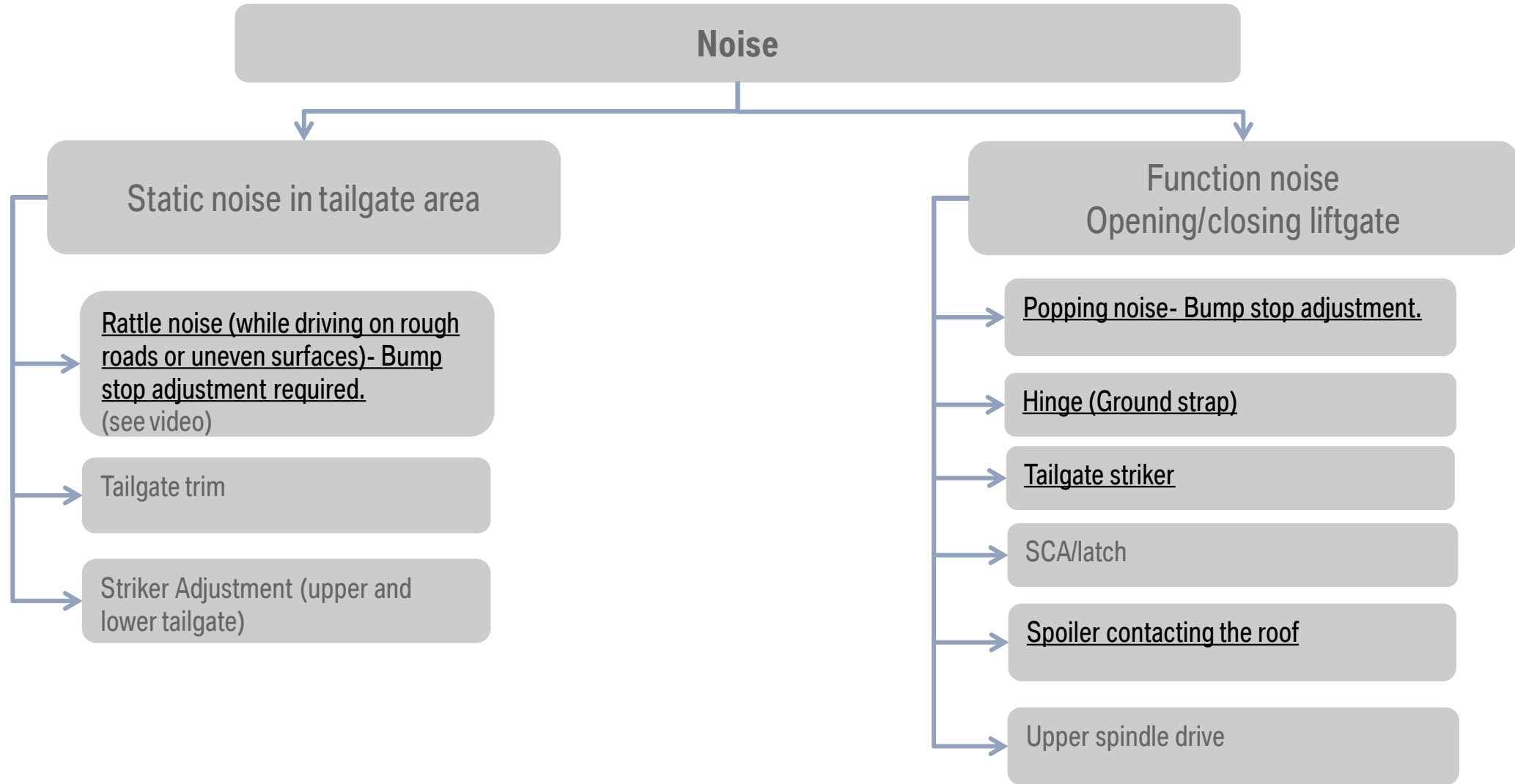
WHICH TYPE OF FUNCTION ISSUES?



The background features a smooth gradient from dark blue at the top to white at the bottom. Overlaid on this are numerous thin, glowing lines in shades of blue and green. These lines form a grid-like pattern that recedes into the distance, creating a sense of depth and perspective. Some lines are straight, while others curve, adding a dynamic feel to the composition.

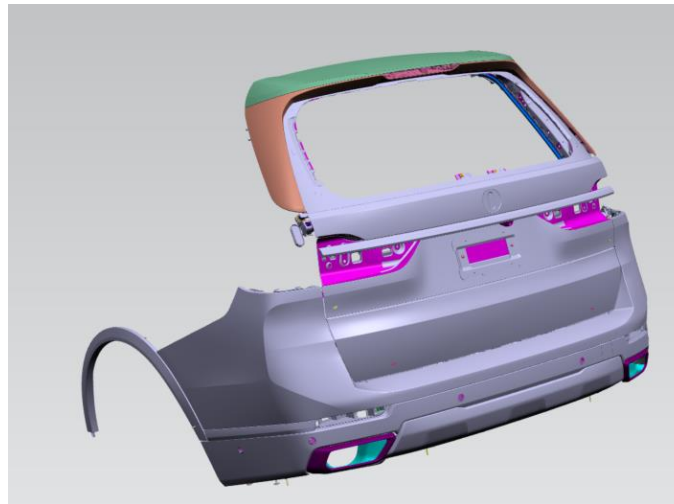
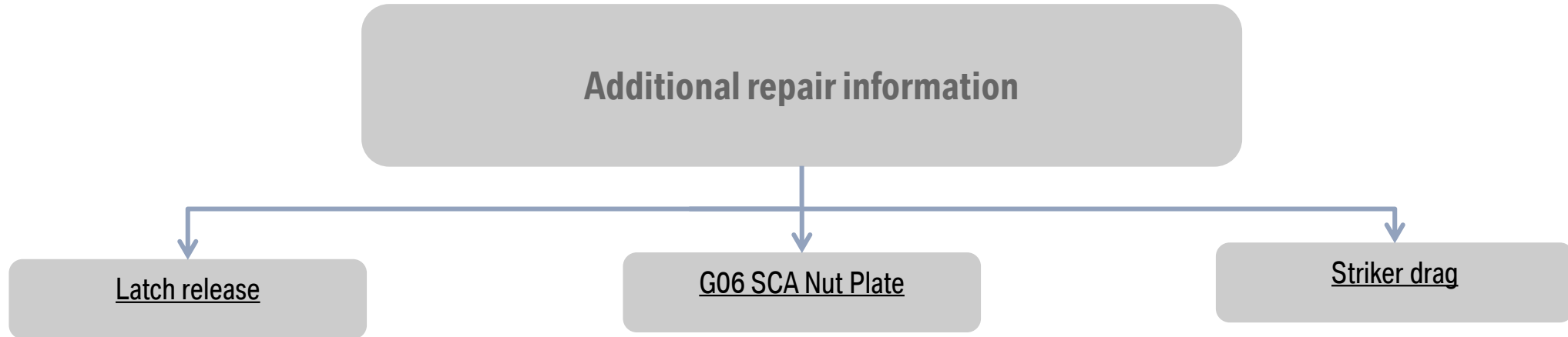
NOISE

WHICH TYPE OF NOISES /AREAS?



ADDITIONAL REPAIR INFORMATION

ADDITIONAL REPAIR INFORMATION

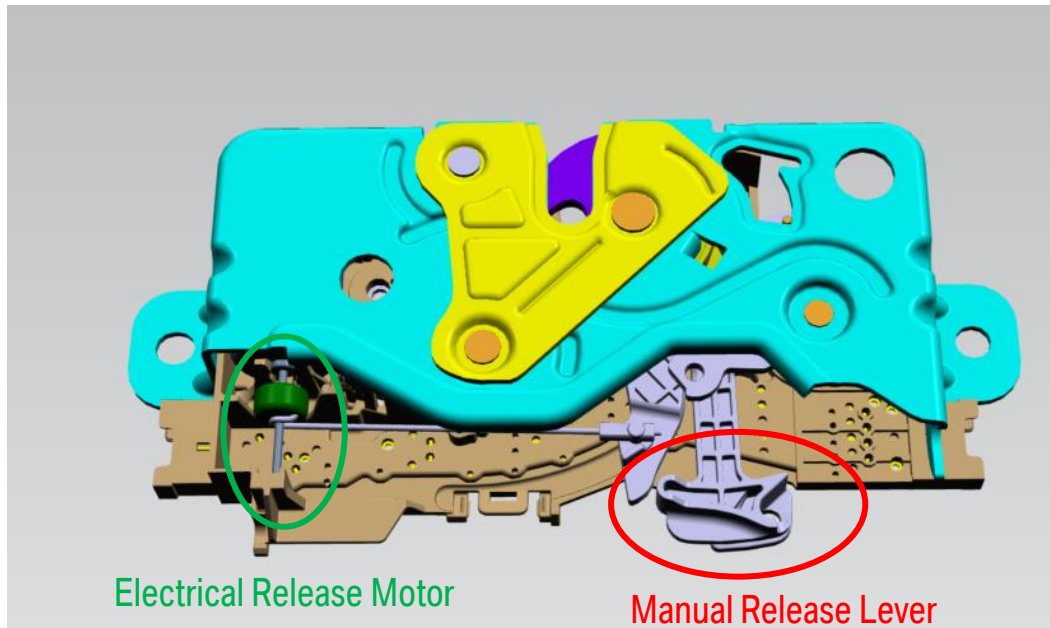


INSTRUCTION FOR LATCH RELEASE

LATCH RELEASE

To release the latch manually, the lower tailgate trim will have to be removed/broken. There is a lever that can be pulled directly on the latch to release it.

Note:
Emergency release: G0x Models do not have a tailgate emergency release pull.



VIDEO

<https://vimeo.com/813243266>



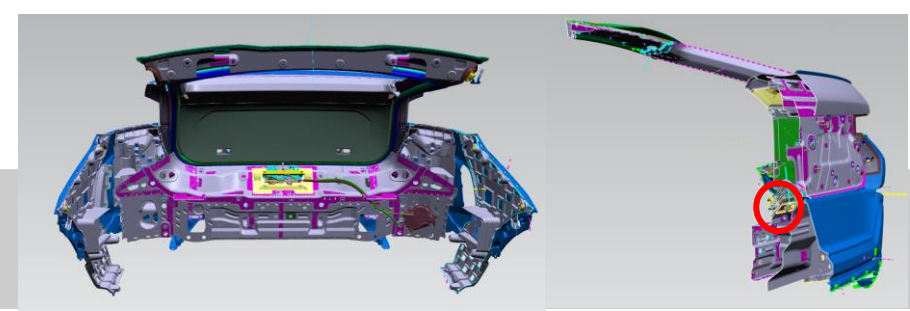
G06 TAILGATE SCA NUT PLATE REPAIR PROCESS

REPAIR METHODS:

For reinstalling a fallen nut plate on G06.

This nut plate is only tabbed to the body so that it can free float for adjustment (Latch).

When rework is performed on the latch or in this area, it is possible that the nut plate gets knock down into the body.



TOOLS REQUIRED

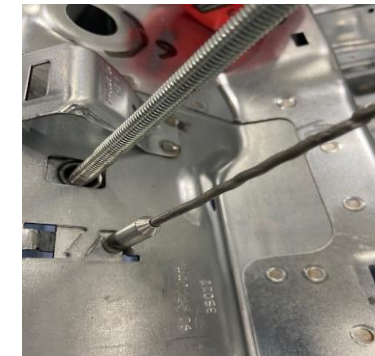
- Flexible magnet
- 8X1.25 bolts
- Pick Tools
- Bore Scope



1. Use bore scope to locate fallen plate
2. Orient plate with face up and notches forward
3. With pick push the lower tabs down slightly so the plate will load on to them.

4. Hold nut plate steady with long pick, and place magnet in each of the 8x1.25 nuts to pull nut plate up evenly at the same time.
5. Carefully lift nut plate with magnets and place onto the lower tabs

6. Hold nut plate in position with magnet while installing 8x1.25 bolt to hold plate



7. While holding plate in position with bolt use pick to re-secure tabs.
8. Once plate is secured, re-install SCA latch.



STRIKER DRAG

CUSTOMER PERCEPTION

Lower Tailgate does not open fully.

Recommendation: Inspect the latches and strikers on the tailgate for wear.

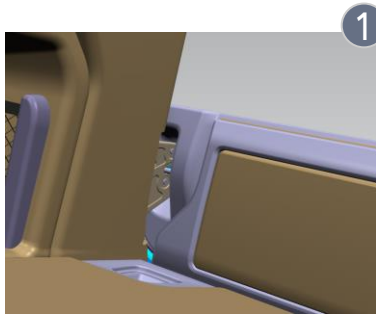
Try closing the tailgate by manually pushing in the middle and check for any resistance in the latch before the SCA engages. If there is noticeable wear/resistance, striker drag is the cause.

VIDEO



REPAIR METHODS:

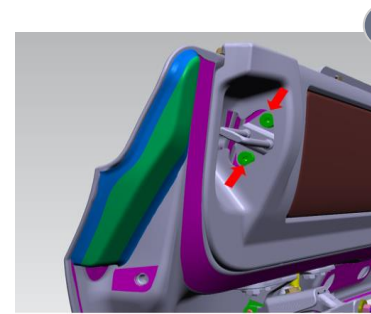
METHOD 1:



Step 1: With tailgate closed, check position of striker in latch.



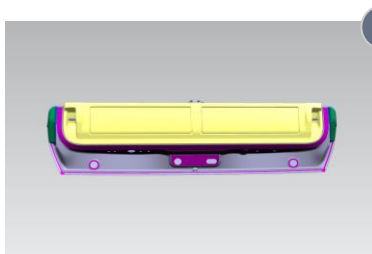
Step 2: Open latch and remove grogmet around striker.



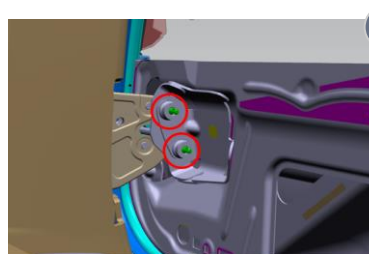
Step 3: Loosen bolts enough to make adjustment to striker. Retighten screws, close tailgate, and check striker position in latch. Repeat this step as necessary to achieve appropriate striker position. Reinstall grogmet



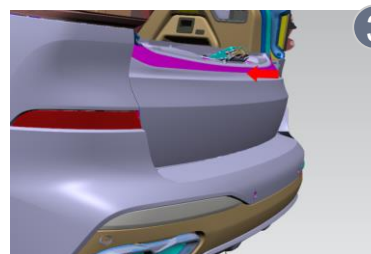
METHOD 2:



Step 1: Open latch and remove trim from tailgate.



Step 2: Close tailgate and loosen striker bolts. Repeat on opposite side.



Step 3: Push forward on the tailgate in the middle and tighten striker bolts on both sides. (Be sure to apply enough pressure on the tailgate. This will affect tailgate to bumper flushness.) Reinstall tailgate finisher.



CONFIDENTIAL

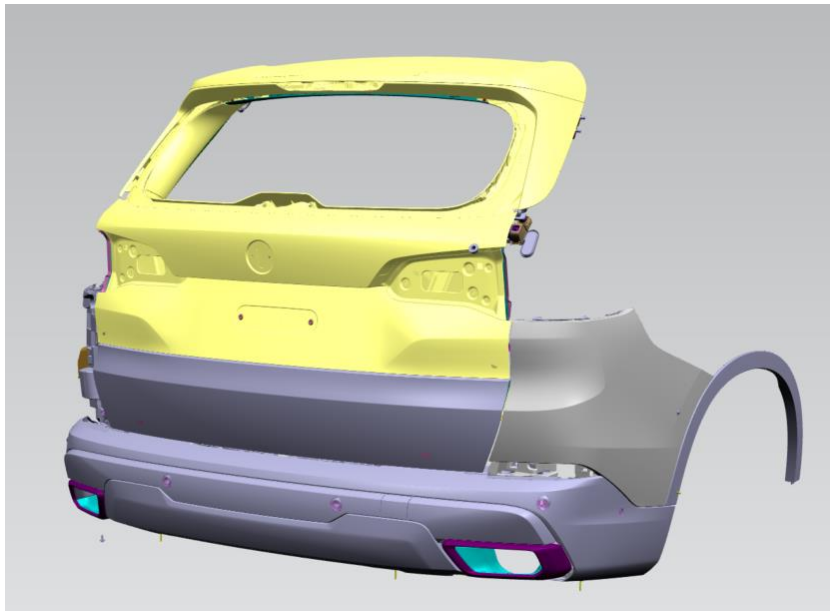
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BACK UP

UPPER TAILGATE DOES MOVE WHILE CLOSING (45%)

CUSTOMER PERCEPTION

Upper tailgate does move while closing (45%):



VIDEO

<https://vimeo.com/813243619>



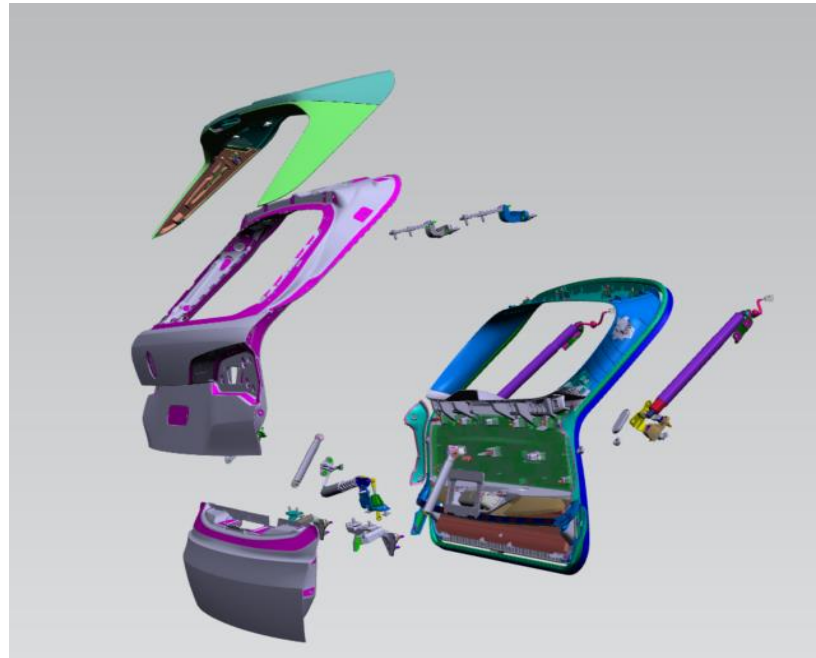
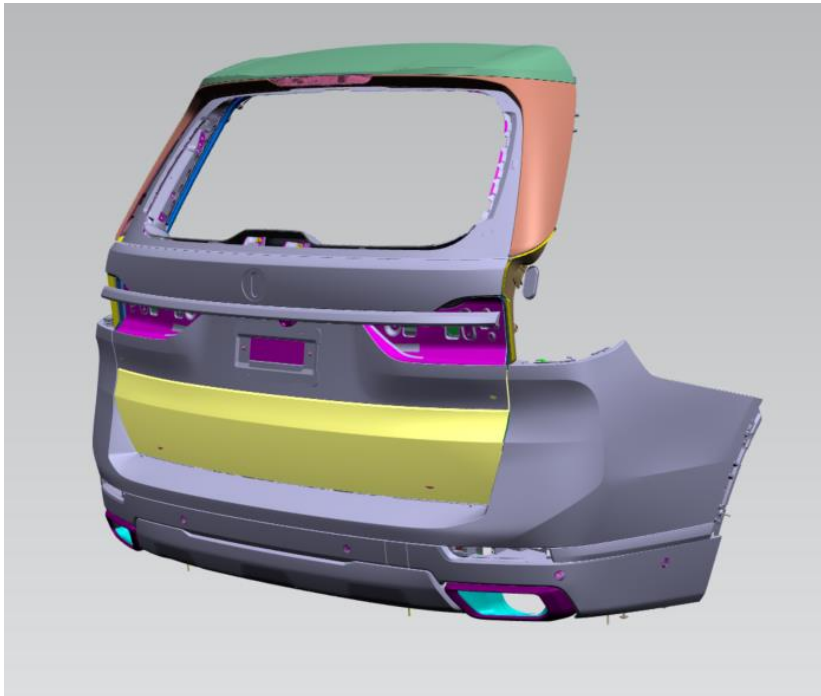
032W DELETION OF AUTOMATIC CLOSING OF LOWER SECTION OF TAILGATE

CUSTOMER PERCEPTION

Lower tailgate is inoperative, the switches are visible for the system.

Recommendation:

Check the vehicle VO for option code (**032W Deletion of automatic closing of lower section of tailgate**).

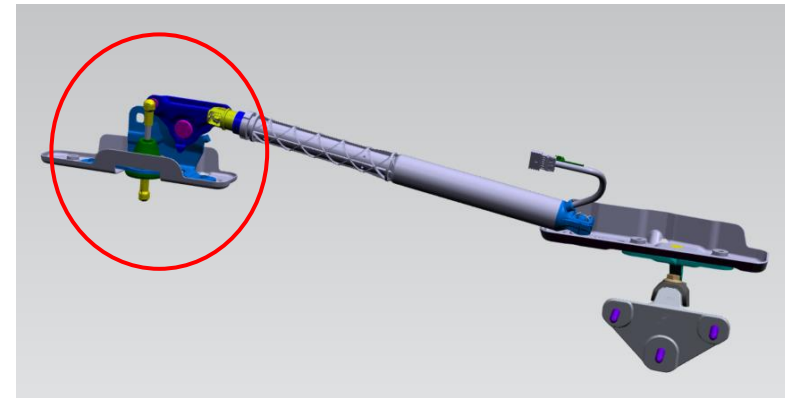
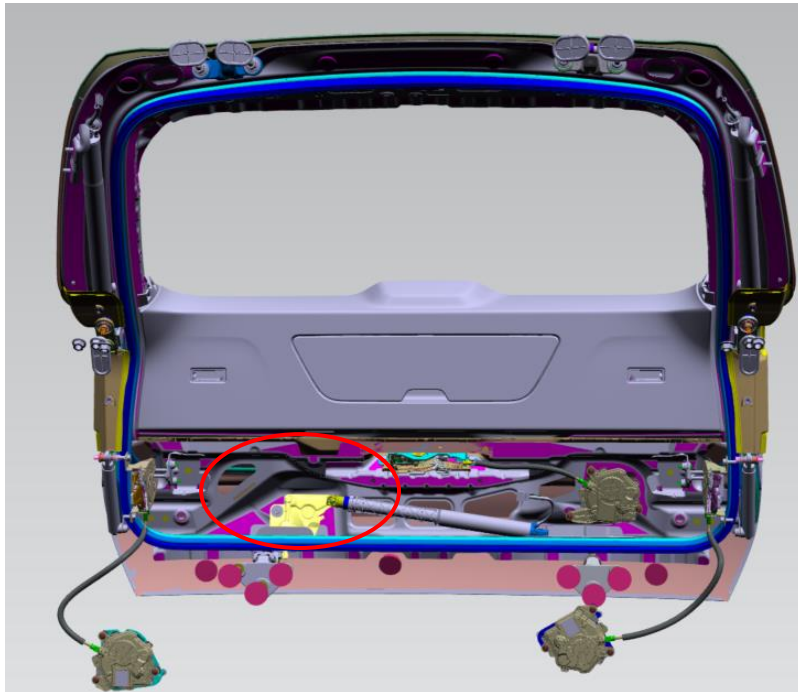
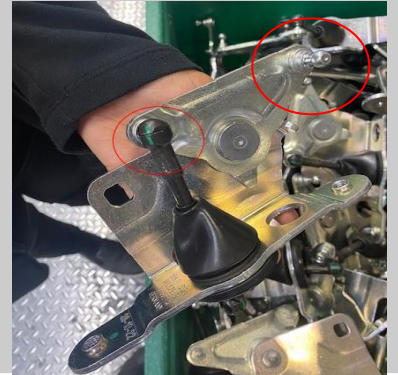


SPINDLE DRIVE CONNECTION TO LINKAGE(S).

CUSTOMER PERCEPTION

Lower tailgate is not moving/opening when button pressed.

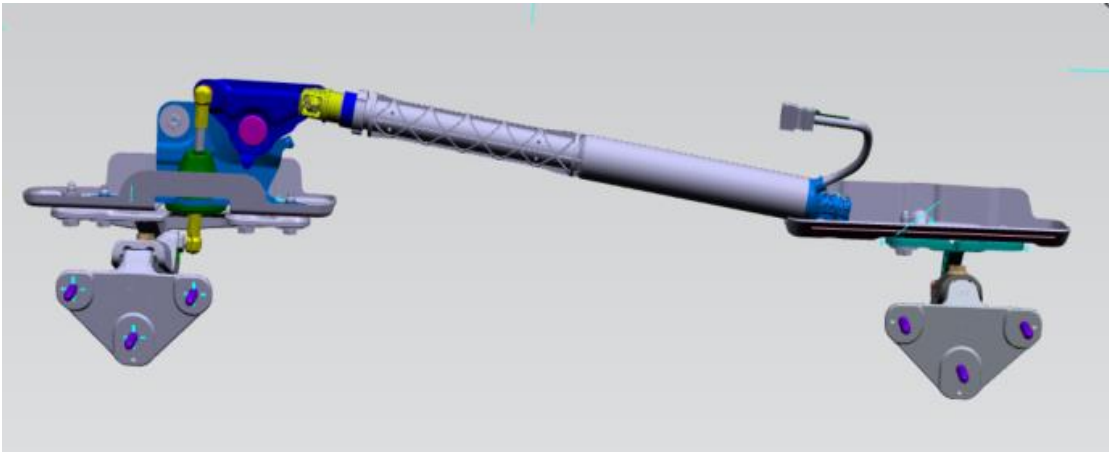
Recommendation:
Confirm the lower tailgate connection linkage.



LOWER SPINDLE DRIVE (FAULTY)

CUSTOMER PERCEPTION

Lower tailgate won't open/close.



VIDEO

<https://vimeo.com/813243285>



LOWER TAILGATE SCA CABLE CONNECTION TO LATCH

CUSTOMER PERCEPTION

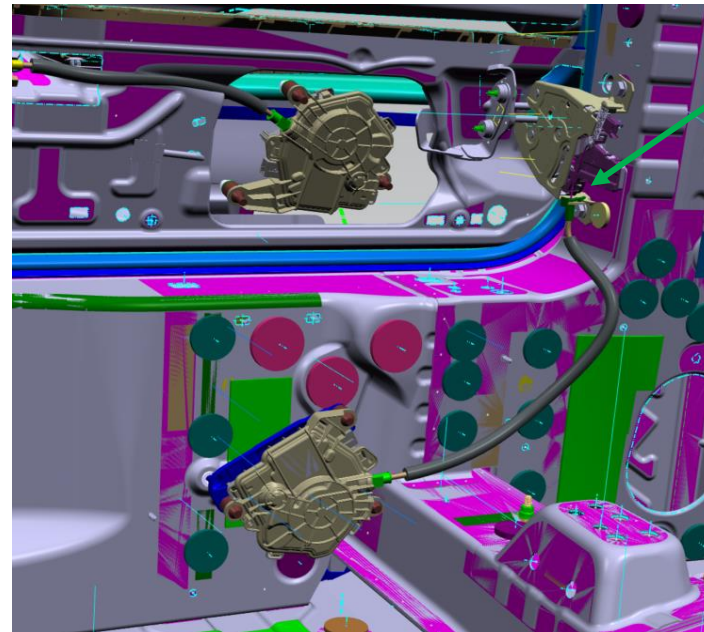
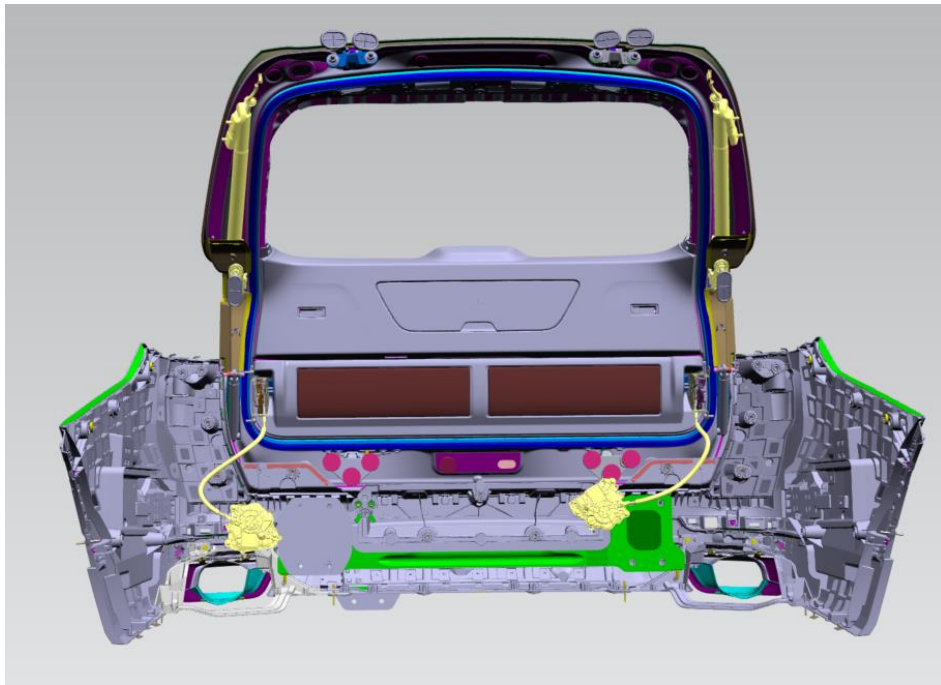
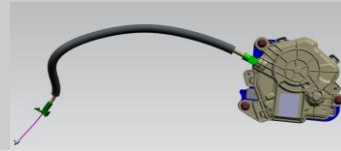
The tailgate soft close actuator will not pull the lower tailgate all the way in when closing.

It will open and close correctly, but not have the last pull-in. The HKFM does not see the signal from the latch that the SCA cable was pulled because the side cable is not connected (as show in the photo).

Recommendation:

Inspect the cable connection to and from the SCA.

Confirm Bowden cable clip → Clip can be easily broken and if it was reassembled can create a situation with not enough tension on the cable to properly function the SCA.



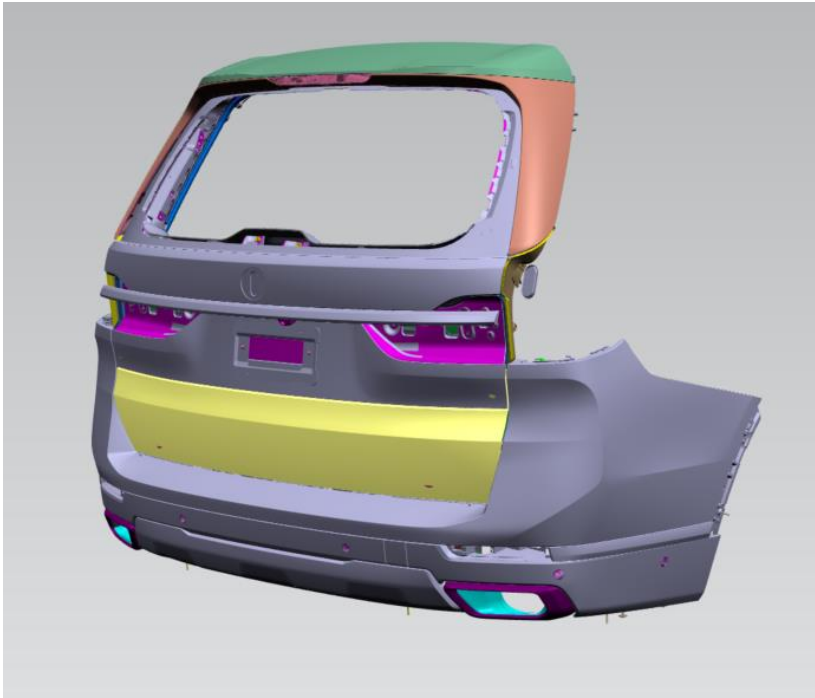
Bowden cable clip



LOWER TAILGATE UNLATCHES BUT DOES NOT LOWER [ONLY WHEN LOWER TAILGATE IS ACTIVATED]

CUSTOMER PERCEPTION

Lower tailgate malfunction, not opening intermittently.



VIDEO

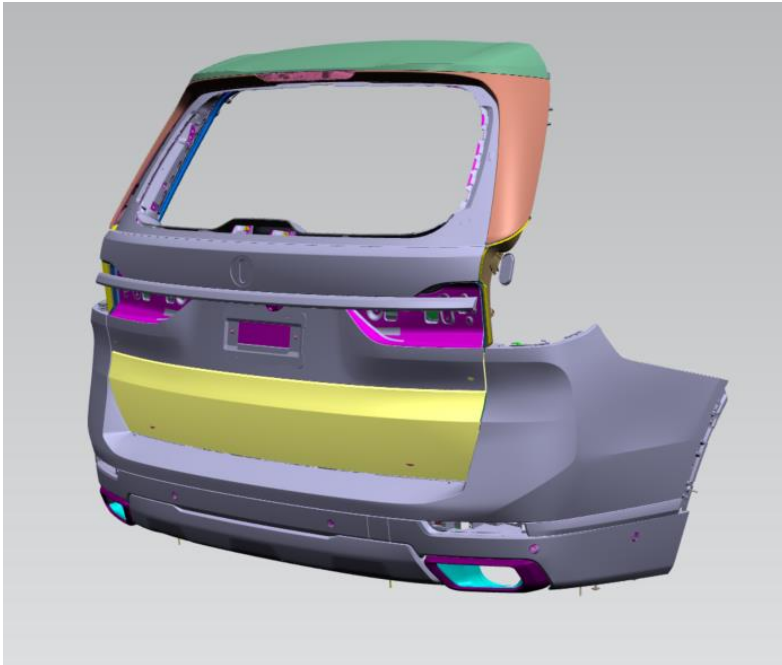
<https://vimeo.com/813243445>



LOWER TAILGATE DOES NOT CLOSE (WHEN BUTTON PUSHED)

CUSTOMER PERCEPTION

Lower tailgate won't open/close.



VIDEO

<https://vimeo.com/813243347>



LOWER TAILGATE DOES NOT OPEN SIMULTANEOUSLY WITH UPPER TAILGATE

CUSTOMER PERCEPTION

Confirm settings in the head unit → Key specific.

Delay- design intended.

VIDEO 1



<https://vimeo.com/813243422>

VIDEO 2

<https://vimeo.com/813243408>

Tailgate and doors

Depending on the vehicle equipment and country version, this setting may not be offered.

1.  Apps menu
 2. "Vehicle apps"
 3. "Doors and windows"
 4. "Tailgate"
 5. Select the desired button.
 6. Select the desired setting:
 - ▷ "Upper tailgate"
The upper tailgate is opened.
 - ▷ "Upper tailgate and door(s)"
The tailgate is opened and the doors unlocked.
 - ▷ "Both tailgates"
The upper and lower tailgate will be opened.
 - ▷ "Both tailgates and door(s)"
The upper and lower tailgate will be opened and the doors unlocked.
-  The following settings are available for the button on the vehicle key:
- ▷ "Tailgate will only open if vehicle is already unlocked"
The vehicle must be unlocked before the tailgate can be used with the vehicle key.
 - ▷ "Lock tailgate button"



RATTLE NOISE- TAILGATE POORLY ADJUSTED

CUSTOMER PERCEPTION

Upper tailgate poorly adjusted/fitted
Noise while driving/ static noise.

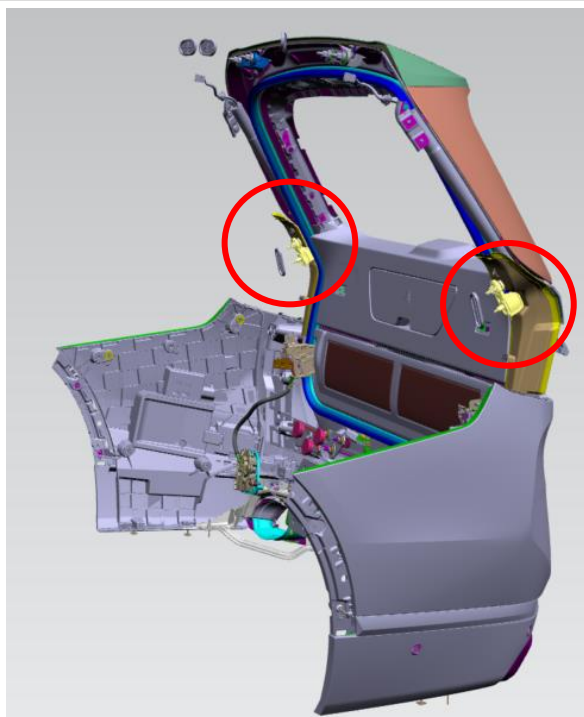
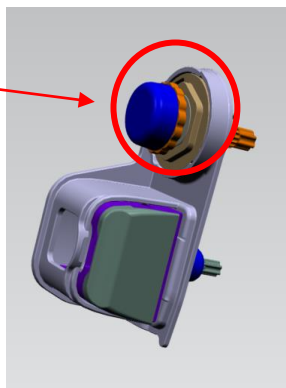
Recommendation:

Confirm the next adjustments:

- Adjust the tailgate.
- Adjust the bump stops.
- Adjust the latch.

Note: Part replacement are not required.

Adjustment in Z



VIDEO

<https://vimeo.com/813243468>



POPPING NOISE

CUSTOMER PERCEPTION

Clunking noise while opening the tailgate.
Function noise.

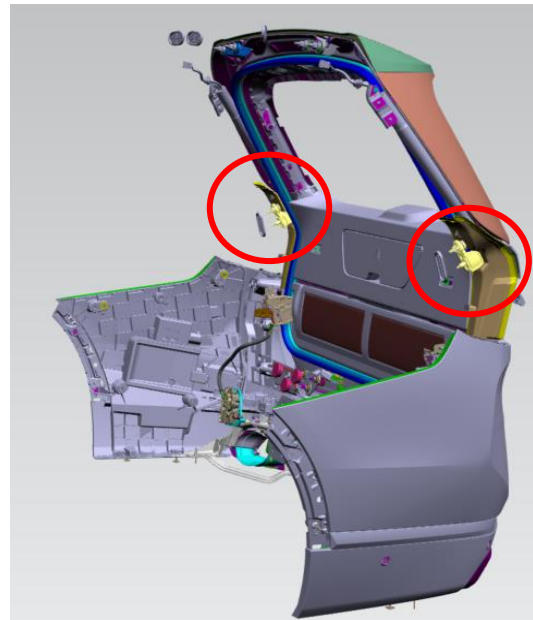
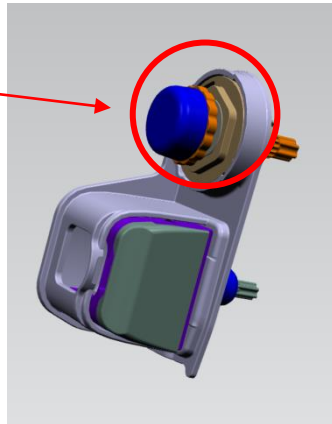
Recommendation:

Confirm the next adjustments:

- Adjust the tailgate.
- Adjust the bump stops.
- Adjust the latch.

Note: Part replacement are not required.

Adjustment in Z



HINGE (GROUND STRAP)

CUSTOMER PERCEPTION

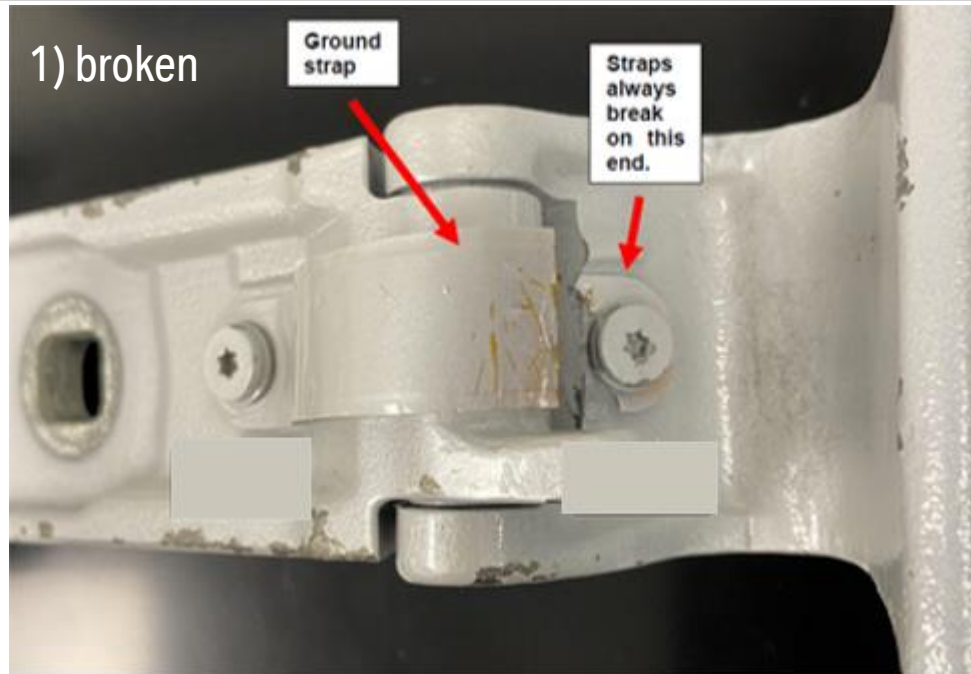
Noise on Hinge

- 1) Ground strap broken
- 2) Ground strap rubbing on hinge

Recommendation:

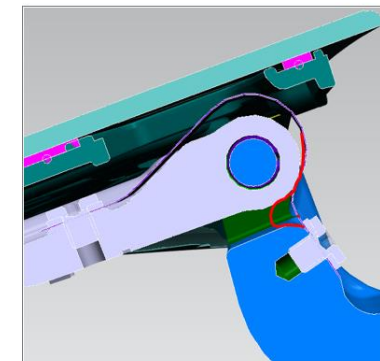
Submit TSARA Info case.

- 1) Replace hinge when strap is broken
- 2) Use fishbone to try flatten strap as shown in illustration below if the hinge is not broken but rubbing on hinge causing a noise

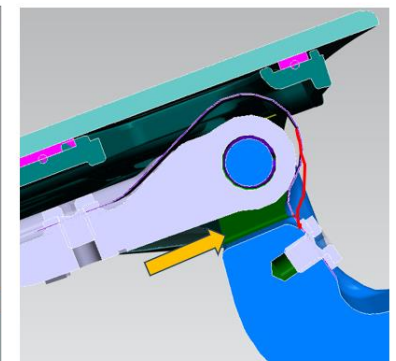


VIDEO

2) Ground strap rubbing on hinge



Defect status _ Masseband fold into gap of hinge



Use fishbone make Masseband flat Noise gone

CONFIDENTIAL



SPOILER TOUCHING ROOF

CUSTOMER PERCEPTION

Scrapping/popping noise due to spoiler contacting the roof.

Recommendation:

- A. Confirm the tailgate spoiler setting. (roof gap in hatch closed position 3.9mm minimum gap)
- B. If touching condition is mainly one side (e.g. RHS) check the single part spoiler, see illustration below for misalignment
- C. If no noticeable misalignment on single part spoiler, swap outer shims of spoiler, so that touching side has lower dimension shim.
- D. Make sure there is no over flush condition to roof!
- E. Confirm PVC condition → if excessive run off, reduce the thickness of the PVC as shown in the photo.



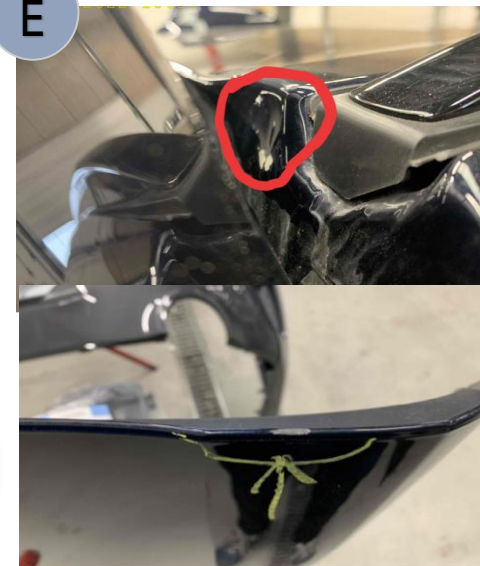
A



B



E



C



D



SCA (CENTER) UPPER HATCH CONNECTION

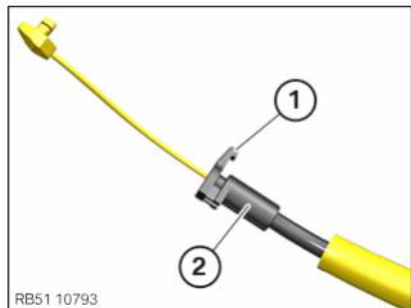
CUSTOMER PERCEPTION

Upper hatch won't close fully into latch

Recommendation:

Check all routing/connections of soft close / latch system and make sure the ball pins are engaged.

Reference repair instruction: REP-TAT-P-5124-02-G05_



Check

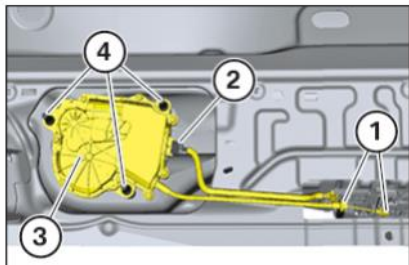
- Check the retaining lug (1) on the Bowden cable (2).

Result

- » Retaining lug (1) is damaged or not present.

Measure

- Renew the Bowden cable (2).
- Install the drive for the soft-close function (3) and engage at the ball pin (4).
- Hook the Bowden cable (1) to the tailgate lock and lock in place correctly.
- Connect connector (2).



CHAFED WIRE / MAIN HARNESS SPINDLE DRIVE BRANCH

CUSTOMER PERCEPTION

Upper Tailgate unlatches but does not open

Recommendation:

Check for any pinched/chafed wires especially under D- pillar/headliner area (spindle harness branch main harness)

RHS



LHS

