

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

E-Series	Model Description
U10	X2 Sports Activity Coupe
U11	X1 Sports Activity Vehicle

SITUATION

Please see pdf bulletin in Supporting Materials.
Supporting Materials
[picture_as_pdf B41 02 25_SR.pdf](#)
Videos
[41 01 25](#)

Service Information Bulletin

Body

April 25, 2025

B41 02 25

POPPING SOUND FROM THE BOTTOM OF THE C-PILLAR

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MODEL

E-Series	Model Description
U10	X2 Sports Activity Coupe
U11	X1 Sports Activity Vehicle

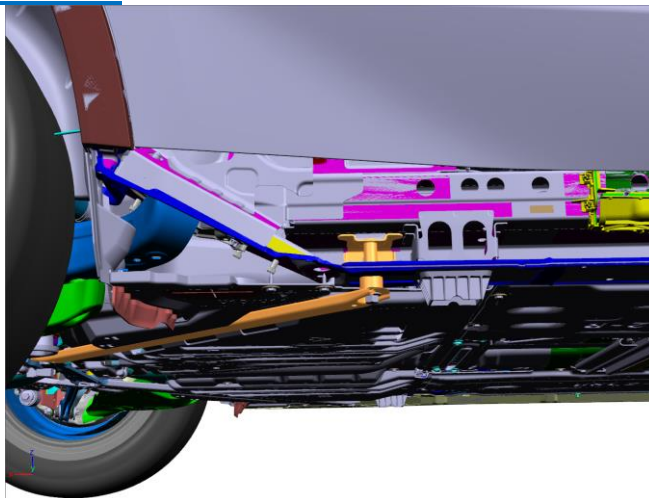
SITUATION



While driving on a smooth and/or uneven road, a “popping” sound is heard from the bottom of the C-pillar area. This can occur on one and/or both sides on the vehicle C-pillars.

Note: See attached video BV 41 01 25.

CAUSE



Movement within the mounting bracket **(highlighted in orange)** that secures the torsion strut to the vehicle's body.

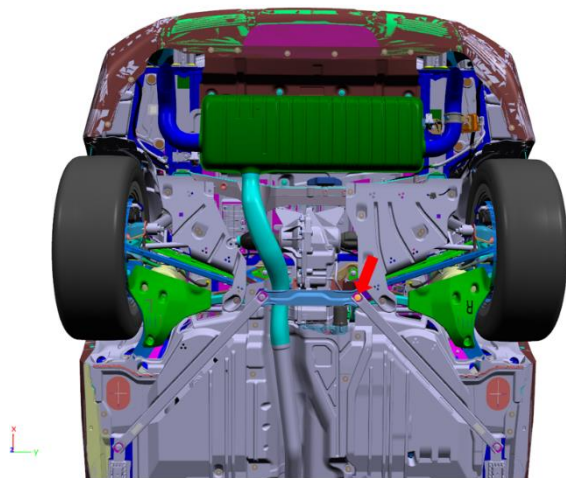
CORRECTION

Apply adhesive to the top of the mounting bracket that secures the torsion strut to the vehicle's body.

PROCEDURE

1. Verify the customer's concern.

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2. On the side of the vehicle from which the sound is generating, remove the rear bolt that secures the torsion strut to the rear axle **(red arrow points to the bolt)**.

Note: The sound can be recreated by moving the torsion strut up and down by hand.

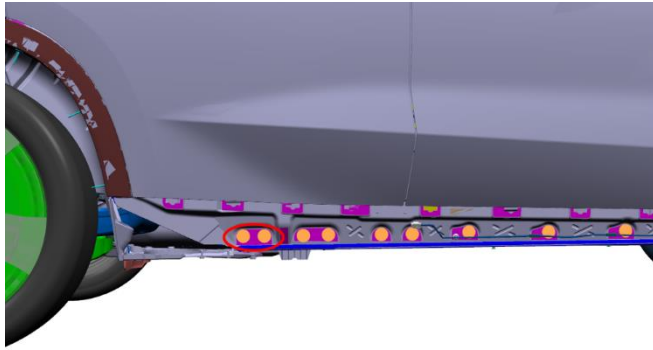
Note: All photos show the passenger side. Procedure is the same for the noise from the driver's side.



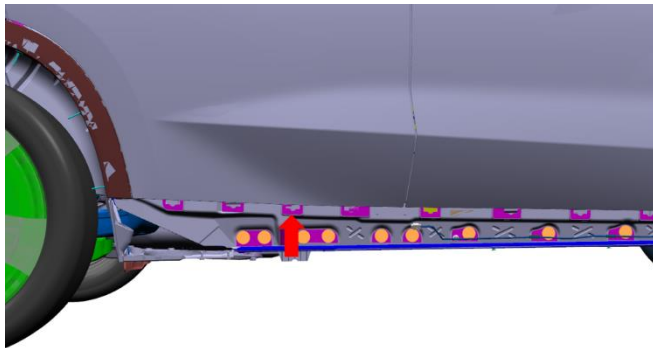
Swivel the torsion strut outward as shown.



3. Remove the rocker panel (highlighted in orange).



4. Remove the two body plugs (circled in red).



5. Remove the third clip that secures the rocker panel to the vehicles body (red arrow pointing to the clip).



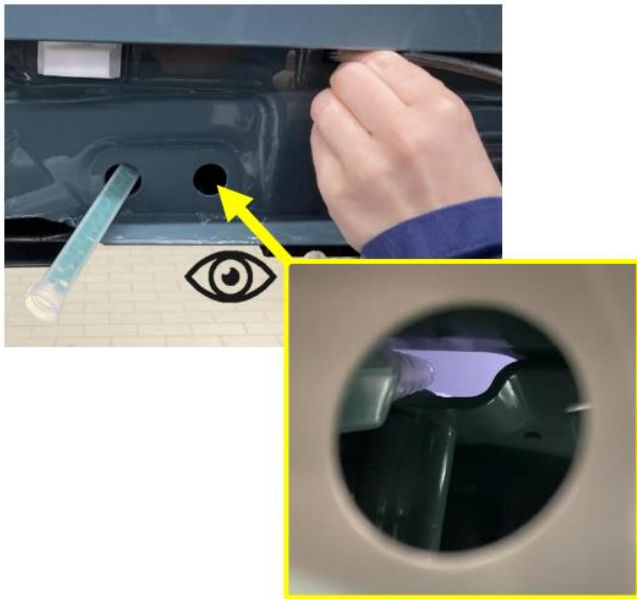
6. Using a borescope, insert the borescope head through **slot A** (blue arrow).

Note: See photos below on what to look for when using the borescope.

Arrows B & C are shown here for their specific locations and will be utilized in some of the steps below.



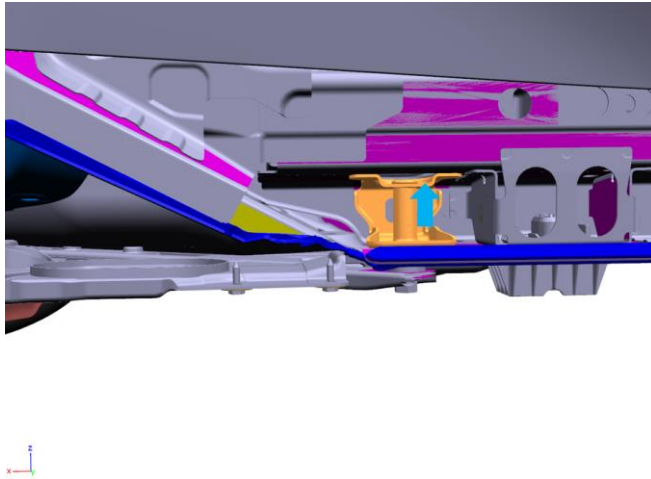
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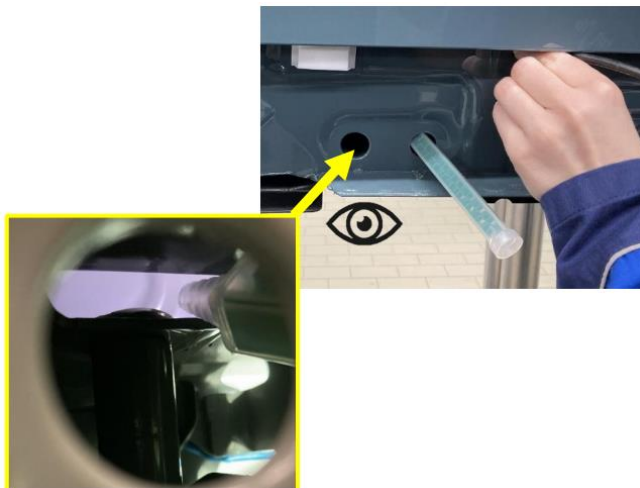
7. Using a mixing nozzle (**83 19 2 468 929**), insert the mixing nozzle in **slot B** while looking through **slot C**.

Note: Review step 4 to know the slot locations.

Note: This step is for prepping the nozzle positioning only.



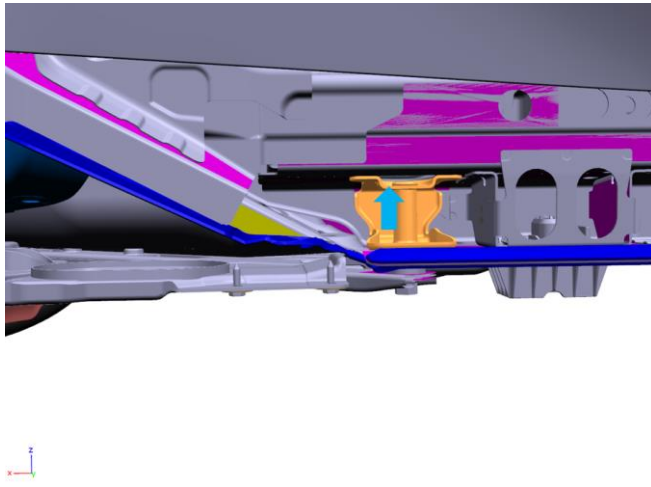
- Note:** The mixing nozzle tip needs to be sitting on top of the mounting bracket (highlighted in orange with the blue arrow).



8. Using a mixing nozzle (**83 19 2 468 929**), insert the mixing nozzle in **slot C** while looking through **slot B**.

Note: Review step 4 to know the slot locations.

Note: This step is for prepping the nozzle positioning only.



Note: The mixing nozzle tip needs to be sitting on top of the mounting bracket (highlighted in orange with the blue arrow).



9. Using filling adhesive (83 19 5 A71 4B0), place the cartridge in boiling water at 212 °F for 10 minutes.



10. Install the mixing nozzle on the adhesive tube and adhesive gun.

Note: Discard the first 50 mm of adhesive bead.



11. With the borescope head still inserted in **slot A**, apply the adhesive from both **slots B and C** at the rate of one quarter of the cartridge.

Refer to steps 5 and 6 for the correct seating position of the mixing nozzle when applying the adhesive.



12. After the adhesive has been applied, a curing time of 24 hours is required before moving the vehicle.

Note: Make sure to clean both B and C slots before reinstalling the body plugs that were removed.

13. Reassemble the vehicle, and verify the effectiveness of the repair.

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
83 19 2 468 929	Mixing nozzles (DN = Set of 10 nozzles)	Sublet 1 nozzle per vehicle
83 19 5 A71 4B0	Fullmaterial F1 (DN = 175 ml)	Sublet used qty

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CLAIM INFORMATION

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

Repair Code:	4121023900	C-pillar Unpleasant noises
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Diagnosis

Labor Operation	Description	Labor Allowance
51 00 001*	Localizing body complaint for one or both sides, recreating the noise issue by moving the unbolted torsion strut up and down by hand. (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

(*) 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.

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

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

Obtain the flat rate unit (FRU) allowances for the following that applies.

Repairing One Side

Labor Operation	Description	Labor Allowance
51 71 447	Removing and installing left or right door sill trim panel (Main work)	As applicable
Or:		
51 71 947	Removing and installing left or right door sill trim panel (Plusposition work)	As applicable
And:		
51 99 000	Work time to insert borescope and apply the adhesive from both slots (One side)	6 FRU

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 51 71 947 instead of 51 71 447.

Or:

Repairing Both Sides

Labor Operation	Description	Labor Allowance
51 71 449	Removing and installing/replacing both door sill trim panels (Main work)	As applicable
Or:		
51 71 949	Removing and installing/replacing both door sill trim panels (Plusposition work)	As applicable
And:		
51 99 000	Work time to insert borescope and apply the adhesive from both slots (Both sides)	12 FRU

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If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 51 71 949 instead of 51 71 449.

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

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	See the sublet reimbursement calculations below
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply materials (BMW part numbers) is at the dealer net (DN) price for the proportional quantities 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.

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