



SIB 51 09 25

2025-04-25

## DIFFICULTY OPENING/CLOSING THE TAILGATE

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

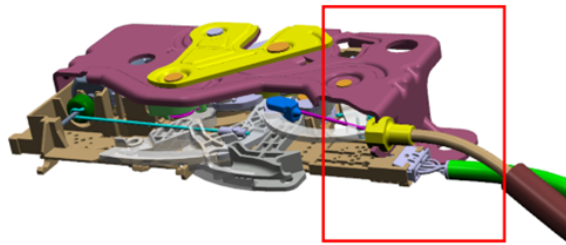
**MODEL**

E-Series	Model Description
G01	X3 Sports Activity Vehicle

**SITUATION**

There are several possible complaints.

- The tailgate can only be opened and/or closed with difficulty
- Tailgate opens without the driver's command
- Check control message (CCM) for tailgate being open, even though its closed

**CAUSE**

Oxidation/corrosion on the tailgate latch electrical connector and/or mechanical cable.

This is caused by pressure washing the tailgate for a long period of time at close distance, resulting in water entering the vehicle through the gaps of the tailgate.

**CORRECTION**

Inspect the electrical connector and mechanical Bowden cable for any oxidation.

**PROCEDURE**

1. Verify the customer's concern(s).
2. Inspect the electrical connector and mechanical Bowden cable on the tailgate latch for any buildup of oxidation/corrosion.



3. If there is a buildup of oxidation / corrosion, with prior customer approval, carefully remove the buildup and install a heat shrink tube around the tailgate latch electrical connector with a diameter of 18 mm and a length of 100 mm.

4. Inform the customer that the gaps in and around the tailgate should not be pressure washed for too long and/or at a close distance. Cleaning agents should not be used to clean/wipe around the tailgate latch.

**PARTS INFORMATION**

Required parts will depend on the specific repair that is necessary.

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.

**CLAIM INFORMATION**

This Service Information Bulletin provides technical, diagnosis, and repair-related information.

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

**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

