



SIB 51 12 25
GROANING SOUND FROM THE TAILGATE

2025-08-20

☒	THIS REPAIR IS MOBILE FRIENDLY
☐	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

E-Series	Model Description
U10	X2 Sport Activity Coupe

SITUATION

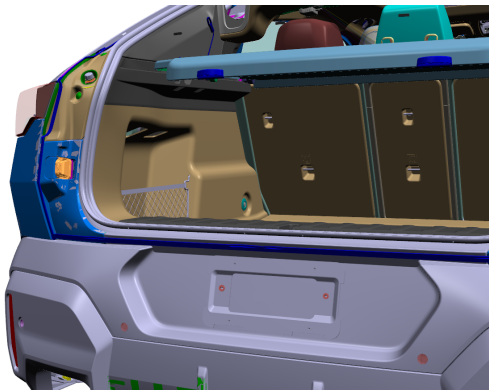
A “groaning” noise is heard from the tailgate when driving on rough roads.

Note: See attached video BV 51 02 25.



CAUSE

Frictional vibration of the tailgate wedging elements (**highlighted in orange at arrows**)._



CORRECTION

Adjust the tailgate.

PROCEDURE

- 1. Verify the customer’s concern.
- 2. Adjust the tailgate following repair instructions listed in ISTA/AIR 41 62 014.
- 3. Reassemble the vehicle and verify the repair.

PARTS INFORMATION

No parts are needed.

CLAIM INFORMATION

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

Repair Code:	5124403900	Tailgate wedging element Unpleasant noises
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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

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

Labor Operation	Description	Labor Allowance
41 62 014	Adjusting trunk lid (Main work)	As applicable
Or:		
41 62 514	Adjusting trunk lid (Plusposition work)	As applicable

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation code 41 62 514 instead of 41 62 014.

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 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.

BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

Main Group (MG) 41 Flat Rate Labor Operation Codes

A secondary “R FRU” value will appear below some of the MG 41 labor operation codes. This identifies the inclusive portion of mechanical work that is contained within that specific MG 41 flat rate labor operation
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code.

It is not necessary to claim the stated “R FRU” amount separately, and in addition to, the MG 41 job item’s primary stated FRU allowance.

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
Videos
[51 02 25](#)

