



SIM 51 02 24

2025-08-20

GROANING SOUND FROM THE DOOR BRAKE WHEN OPENING

This Service Information Bulletin (Revision 01) replaces SI B51 02 24 dated August 2024.

What's New (Specific text highlighted):

- Situation updated

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

MODEL

E-Series	Model Description
U25	MINI Countryman

SITUATION

While opening the door, a “groaning” sound is heard from the door brake.

Doors open and close stiffly.

CAUSE

Insufficient lubrication of the door brake/stop mechanism(s), front and/or rear, left and/or right.

CORRECTION

Clean and lubricate the door brake/stop mechanism(s) as applicable.

Replacement of the door brake/stop mechanisms are not necessary.

PROCEDURE

1. Verify that the customer's vehicle has this issue.
2. Using a clean cloth and R2 cleaner, clean the door brake mechanism.
3. Using MP 3 paste, apply the lubricant to the door brake mechanism.
4. Open and close the door multiple times to spread the lubricant across the door brake mechanism.

Note: This procedure can be done without removing the door brake mechanism.

PARTS INFORMATION

When applicable, 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.

Sublet – Bulk Supply Materials

Part Number	Description	Quantity
83 19 0 417 324	R2 cleaner (DN = 500 ml)	Sublet as needed
07 55 9 062 476	MP 3 Paste (DN = 100 gr)	Sublet as needed

CLAIM INFORMATION

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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 (Plusposition)	2 FRU
Or		
00 58 000*	Diagnosis Worktime Flat Rate (Main work)	3 FRU

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

Only one Main work flat rate labor operation code can be claimed per workshop visit.

For applicable dealers, if work time labor operation code 51 00 001 includes Main work, then only use the Plusposition labor operation codes for any other repairs that are being performed.

And the above, together:

Repair Code:	5121073900	Door stop, front Unpleasant noises
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With the front door(s) repair work below that was performed.

Labor Operation	Description	Labor Allowance
51 99 000	Work time to clean and lubricate one (1) front door brake mechanism	2 FRU
Or:		
51 99 000	Work time to clean and lubricate both (2) front door brake mechanisms	3 FRU

And/or:

Repair Code:	5122073900	Door stop, rear Unpleasant noises
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With the rear door(s) repair work below that was performed.

Labor Operation	Description	Labor Allowance
51 99 000	Work time to clean and lubricate one (1) rear door brake mechanism	2 FRU
Or:		
51 99 000	Work time to clean and lubricate both (2) rear door brake mechanisms	3 FRU

(*) Based on which one applies to your dealer, please refer to **SI M01 01 20** or **M01 04 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 dealer performed, unless otherwise required by State law.

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

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the MINI 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 (MINI part numbers) is at the dealer net (DN) price amount for the proportional quantities used plus your dealer's handling.

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

