



SIB 51 02 25

2025-08-25

CLICKING SOUND FROM THE DRIVER'S SIDE FOOTWELL AREA

This Service Information Bulletin (Revision 1) replaces SI B51 02 25 **dated January 2025**.

What's New:

- Claim information updated (Repair Code)

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

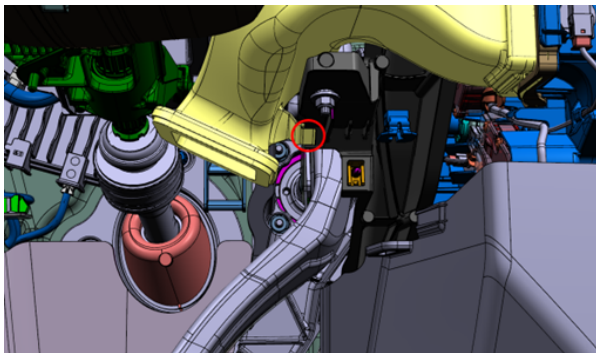
MODEL

E-Series	Model Description
i20	iX Sports Activity Vehicle

SITUATION

While driving on a smooth and/or uneven road, a “clicking” sound is heard from the driver’s footwell area.

Note: See attached video BV 51 01 25.

CAUSE

The clamp that secures the floor air duct has an unfavorable retaining force.

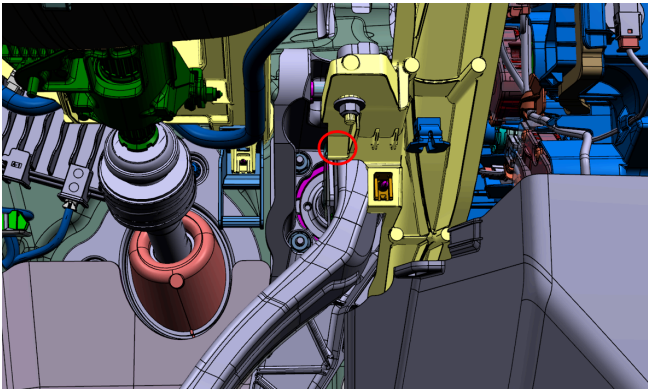
Note: Photo is showing the clip (circled) on the air duct that is creating the clicking sound.

CORRECTION

Apply felt tape on the dashboard carrier tab that secures the floor air duct.

PROCEDURE

1. Verify the customer's concern.
2. Remove the driver footwell upper kick panel.
3. Unclip and move the drive's side floor air duct to the side.



4. Apply felt tape around the area of the dashboard carrier that the air duct clips onto.

Note: Photo is showing the tab on the dashboard carrier circled in red.

5. Reassemble the vehicle and verify the repair.

PARTS INFORMATION

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.

Part Number	Description	Quantity
07 14 9 350 593	Adhesive pad (55 x 35 mm)	1

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group’s resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

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

Repair Code:	6422004100	Defroster outlet nozzle Poorly adapted/fitted
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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

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

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

Repair

Labor Operation	Description	Labor Allowance
51 45 184	51 45 184 Removing and installing trim panel for pedal assembly (Main work)	As applicable
Or:		
51 45 684	51 45 684 Removing and installing trim panel for pedal assembly (Plusposition)	As applicable
And:		

64 99 000	Additional work time to unclip drive side floor air duct for access and apply felt tape around the area of the dashboard carrier that the air duct clips onto.	3 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 45 684 instead of 51 45 184.

(*) 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
Videos
[51 01 25](#)

