



SIB 52 12 25
CLICKING NOISE FROM SEAT BACKREST

2025-09-17

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

MODEL

E-Series	Model Description	Affected Option Code
U10	X2 Sport Activity Coupe	Vehicles without lumbar support
U11	X1 Sport Activity Vehicle	

SITUATION

A clicking noise can be heard from one or both front seat backrests. This noise is heard when leaning against the backrest of the seat or while the vehicle is cornering.

CAUSE

The hooks for the back support mat mounting spring move against the seat backrest frame.

CORRECTION



Apply 2 cable straps per seat to lock the spring hook(s) so they can't move relative to the seat backrest frame. The cable straps are only required in the two locations circled in red.

PROCEDURE



Remove the seat backrest cover and foam cushion to access the seat backrest frame.

Secure the fastening spring hooks of the flex mat to the seat backrest frame utilizing cable straps (2 per seat)



Once the cable straps are installed, reinstall the seat foam and cover; and reevaluate the noise on a test drive.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

Part Number	Description	Quantity
BMW Group PN	Cable Strap(s) Locally Sourced	2 or 4
Or:		
Locally Sourced	Cable Strap(s) (Sublet at cost, no handling)	Sublet 2 or 4

CLAIM INFORMATION

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Repair Code:	5210143900	Backrest frame / spring mat backrest, front seat Unpleasant noises
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Diagnosis

Labor Operation	Description	Labor Allowance
52 00 001*	Seat- locating 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.

Place Holder 52 NN NNN: Enter the VIN into AIR, go to "Optional equipment fitted at the factory" section (Number 450 and higher) to determine the vehicle's seat option and the specific labor operation codes that apply.

Repairing One Side

Labor Operation	Description	Labor Allowance
52 NN NNN	Replacing (for access only) the seat cover for the driver's seat (Main work)	As applicable
Or:		
52 NN NNN	Replacing (for access only) the seat cover for the driver's seat (Plusposition work)	As applicable
Or:		
52 NN NNN	Replacing (for access only) seat cover for (front) passenger seat (Main work)	As applicable
Or:		
52 NN NNN	Replacing (for access only) seat cover for (front) passenger seat (Plusposition work)	As applicable
And:		
52 99 000	Work time to install two (2) zip ties	1 FRU

Or

Repairing Both Sides

Labor Operation	Description	Labor Allowance
52 NN NNN	Replacing (for access only) the seat cover for the driver's seat (Main work)	As applicable
Or:		
52 NN NNN	Replacing (for access only) the seat cover for the driver's seat (Plusposition work)	As applicable
And:		

52 NN NNN	Replacing (for access only) seat cover for (front) passenger seat (Plusposition work)	As applicable
And:		
52 99 000	Work time to install two (2) zip ties per seat (Four)	2 FRU

If you are using a Main labor operation code for another repair, then use the Plusposition labor operation codes.

Work time labor operation codes 52 00 001 and 00 58 500 are not considered Main labor operations.

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

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Non-BMW group part number at cost)	As applicable
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Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

(*) 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 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.

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

