



SIB 51 09 25

DIFFICULTY OPENING/CLOSING THE TAILGATE

2025-10-29

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

This Service Information Bulletin (Revision 1) replaces SI B51 09 25 **dated April 2025**.

What's New (Specific text highlighted):

- Situation updated
- Procedure updated
- Parts Information updated

MODEL

E-Series	Model Description
G01	X3 Sports Activity Vehicle

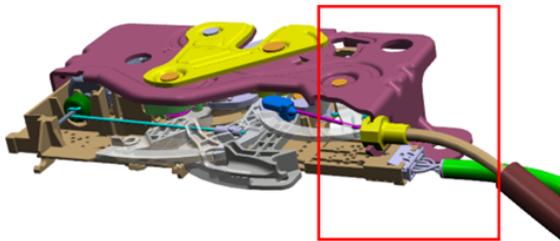
SITUATION

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
- The tailgate cannot be opened or closed automatically
- Tailgate latch does not unlatch when commanded to open
- The soft close function does not work

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.

5. To avoid the risk of future corrosion, the electrical connections on the tailgate latch must be coated with NYOGEL 760G at the four points as shown in slide one of the attached document.

Note: No other anti-corrosion greases are allowed to be used

6. In addition, any exposed electrical conductors on the tailgate latch must be sealed with NYOGEL 760G.

7. The electrical connection on the soft close actuator must also be checked for corrosion. Both the collar connection on the tailgate latch and the electrical connector itself.

Note: If corrosion is present, the affected component(s) must be replaced

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.

Part Number	Description	Quantity
Source Locally	NYOGEL 760G	Sublet

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.

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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

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Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department
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Supporting Materials

[picture_as_pdf B51 09 25 Attachment 1.pdf](#)

