



SIB 54 03 25

PANORAMIC SUNROOF GLASS PANEL MOVES SLOWLY OR NOT AT ALL 2025-11-20

 THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Affected Option Code
U11	X1 Sport Activity Vehicle	402 Panoramic Moonroof

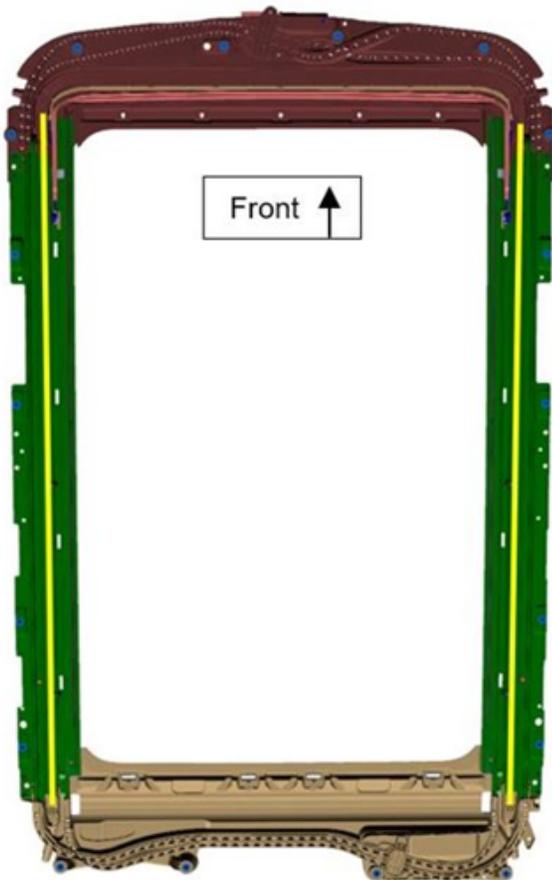
SITUATION

The sunroof opens/closes slowly, or does not move at all.

CAUSE

Contamination on the outer track(s) of the sunroof cassette. This can occur on either one or both side of the sunroof cassette.

Note: The yellow vertical lines show where the contamination occurs.



CORRECTION

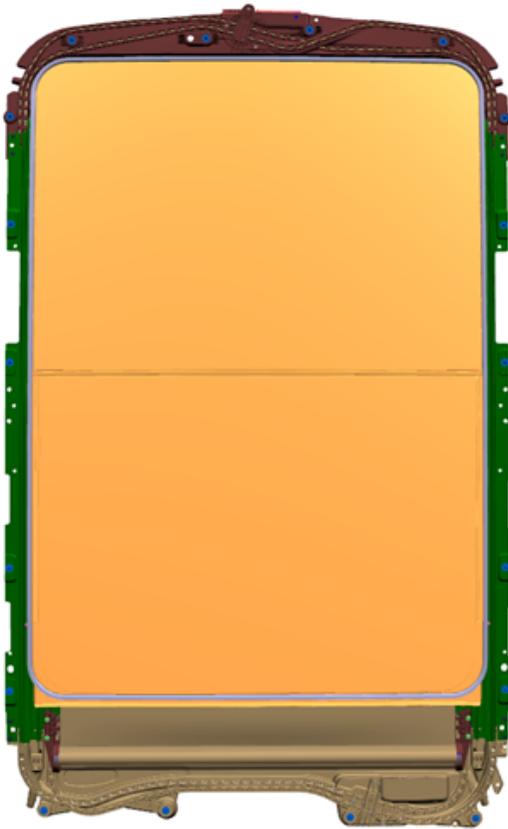
Clean and lubricate both (left and right side) outer channels on the sunroof cassette.

PROCEDURE

1. Verify the customer's concern.

- Remove the front and rear sunroof glass panels following repair instructions listed in ISTA/AIR 54 13 250.

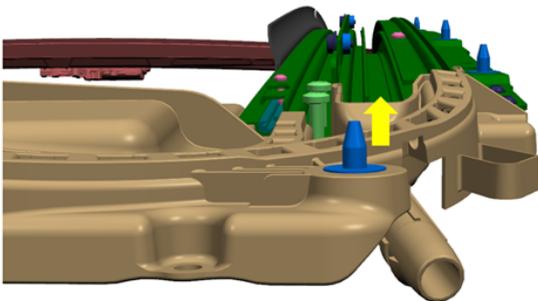
Note: The components highlighted in orange are showing the front and rear sunroof glass panels.



- Once both front and rear sunroof glass panels are removed, close the sunroof using the switch on the FZD (Roof Center Function).

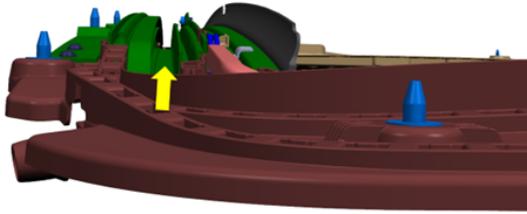
- Using a clean cloth, clean the contamination on both rear outer channels of the sunroof cassette.

Note: The yellow arrow shows the right rear outer channel of the sunroof cassette.



- Once both (left and right) rear outer channels have been cleaned, open the sunroof to the maximum position using the switch on the FZD.

- 6. Using a clean cloth, clean the contamination on both front outer channels of the sunroof cassette.



Note: The yellow arrow shows the right front outer channel of the sunroof cassette.

- 7. Once both (left and right) front outer channels have been cleaned, lubricate the front outer channel using part number 83 19 2 460 509.
- 8. Once the front outer channel is lubricated, close the sunroof using the switch in the FZD lubricate the rear outer channel using part number ...509.
- 9. After lubricating both front and rear outer channels, open and close the sunroof three times to distribute the grease across the outer channels.
- 10. Reassemble the vehicle and verify the repair.

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
83 19 2 460 509	Kluberplex RA 41 – 151 (90 gr)

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.

BMW Vehicle Maintenance Tasks

A reminder of the items that are included in the Standard Scope flat rate labor operation code.

FR Description

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00 00 105 Standard scope of service

- Checking Check Control messages
- Checking malfunction indicator and warning lights
- If necessary checking sliding roof guide rails for contamination. Cleaning if required, at extra cost
- Functional check of parking brake without roller test stand.

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

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