



## MODEL

G01 (X3 Sports Activity Vehicle)	G02 (X4 Sports Activity Coupe)	G05 (X5 Sports Activity Vehicle)	G06 (X6 Sports Activity Coupe)
G07 (X7 Sports Activity Vehicle)	F95 (X5 M Sports Activity Vehicle)	F96 (X6 M Sports Activity Coupe)	F97 (X3 M Sports Activity Vehicle)
F98 (X4 M Sports Activity Coupe)			

## SITUATION

This bulletin outlines known areas of possible functional issues, operational noise, or wind noise for the vehicles listed above. It serves only as a diagnostic resource in troubleshooting complaints pertaining to the doors, windows, and mirrors.

This bulletin and the associated attachments are designed to provide one single diagnostic resource for troubleshooting all known issues related to the door, windows, and mirrors of BMW Sports Activity Vehicles which have quality improvement measures already in place.

## CAUSE

The attached diagnostic resource provides repair instructions to over 40 potential causes related to doors, windows, or mirrors.

## CORRECTION

Utilize the attached diagnostic troubleshooting document based on the customer complaint

Note: The diagnostic troubleshooting document is interactive.

- For each area of customer complaints (door handle, exterior mirror, door brake, window regulator, door latch) an overview page will be displayed showing the areas of potential concern related only to the customer complaint
- Clicking the applicable links will bring the technician to specific areas to investigate and repair

**Note:** This bulletin acts as a supplement, and is secondary to all other service information bulletins. Always check for and follow any other applicable bulletin before working through the scenarios outlined in this bulletin.

This bulletin does not override TeileClearing (TC) or any other authorization that may be required before replacing certain parts.

This bulletin serves as a diagnostic resource ONLY. Its purpose is to communicate and share with technicians the issues which have been identified previously.

## PROCEDURE

Each slide is accompanied by a suggested diagnostic troubleshooting method and a repair suggestion.

Note: **For any vehicle where a defect is found that is NOT included in the diagnostic troubleshooting document, a TSARA INFO case must be submitted providing feedback/photos when possible of the defect so that product quality improvements and diagnostic resources such as this can continue to be developed.**

- If the vehicle cannot be diagnosed using the troubleshooting document and additional diagnostic assistance is required or additional information is needed on any issue in the document, a TSARA reply requested case should be submitted.**

**Please reference the exact issue found in the technician warranty notes (“the story”) so that we can continue to compare your findings against the quality improvements which we have in place. The title of the slide related to the issue that was found should be included in the technician notes for reference.**

## PARTS INFORMATION

Required parts will depend on the specific repair that is necessary. This bulletin only serves as a diagnostic resource. Refer to ETK/AIR if parts are required for repair.

## CLAIM INFORMATION

Warranty defect code and labor operations will depend on the specific repairs made to each vehicle. This bulletin only serves as a diagnostic resource.

Repairs which are eligible for warranty coverage should be claimed for using the applicable defect code and labor operations found in AIR.

## FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics 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

[picture as pdf B51 07 22 Attachment 1.pdf](#)