



## NOISE FROM SEAT RAILS DURING SEAT OPERATION

This Service Information Bulletin (Revision 2) replaces SI B52 09 21 **dated October 2021**.

**What's New** (Specific text highlighted):

- Correction – Seat rails and associated parts are now on Teileclearing

**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
G05	X5 Sports Activity Vehicle	All	First row seats and second row executive/captain's seats if equipped.
G07	X7 Sports Activity Vehicle		
G06	X6 Sports Activity Vehicle		First row seats only

**SITUATION**

Noise is heard from the seat frame/rail assembly.

- Noises may occur dynamically (creaking/knocking) when weight is shifting upon the seat
- Noises may also occur when activating the seat motors

**CAUSE**

Seat spindle drives and/or seat rails need lubrication. Lack of lubrication may cause noise when the seat motors are running and/or may cause dynamic noises.

**CORRECTION**

Perform the following prior to doing any seat parts replacement for noise concerns:

- Lubricate the seat rail assembly
- Loosen and re-torque the seat mounting bolts

**PROCEDURE**

1. See related Service Bulletins that may also apply:

- For various noises from the front seats see SI [B52 05 19](#)
- For noises from the front seat headrest during operation see SI [B52 13 19](#)
- Reference [SI B52 23 19](#) for details on operation of these seats.

2. Follow procedure attached to this bulletin to lubricate the seat rail assembly.

3. Loosen and re-torque the mounting bolts according to the service torque sequence in ISTA, front bolts first, rear bolts second. **Tightening Torque 42Nm.**

4 - If the seat noise persists after lubrication has been performed please submit a TEILECLEARING TSARA case for parts replacement authorization.

Let us know

- the exact location of the noise
- what type of noise is heard
- the conditions under which the noise is heard
- what helped stop the noise
- attach videos of the noise to the TSARA case

If you just want to document repair work done without parts replacement please submit an INFO ONLY TSARA case.

**PARTS INFORMATION**

When applicable, obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
83 23 0 396 713	Klubersynth LF 44-22 (50g tube will lubricate 10+ seat frames/ up to 5 vehicles) – Order as needed, do not stock	Sublet

## WARRANTY INFORMATION

This Service Information bulletin provides technical, diagnostic, and repair-related information.

Issues caused by outside influences are not covered.

### **Eligible and Covered Work/Repairs**

When used to repair a verified defect in materials or workmanship, the repair procedure information provided in this bulletin is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

To submit a claim, please follow the established and applicable warranty policy and procedures (Labor/Part/Sublet – Bulk material as noted above) that apply to the repair being performed.

Refer to AIR for the corresponding Defect Code, flat rate labor operations (including diagnosis) and the flat rate unit (FRU) allowances.

Only one Main labor operation code can be claimed per repair visit.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting <a href="#">Coverage, Policy, Coding Questions and Mileage Corrections</a>
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture as pdf B520921 Service greasing on 1SR seat structures.pdf](#)