



PANORAMIC SUNROOF DIAGNOSIS

This Service Information Bulletin (Revision 4) replaces SI B54 11 19 dated July 2021.

What's New (Specific text highlighted):

- Attachment 2

MODEL

E-Series	Model Description
G01	X3 Sports Activity Vehicle
G02	X4 Sports Activity Coupe
G05	X5 Sports Activity Vehicle
G07	X7 Sports Activity Vehicle
F97	X3 M Sports Activity Vehicle
F98	X4 M Sports Activity Coupe

SITUATION

This bulletin outlines known areas of possible water entry, operational noise, or wind noise for the vehicles listed above. It serves only as a diagnostic resource in troubleshooting complaints from the roof area.

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

CAUSE

The attached diagnostic resource provides repair instructions to over 30 potential causes related to water entry, operational noise, or wind noise.

CORRECTION

Utilize the attached diagnostic troubleshooting document based on the customer complaint.

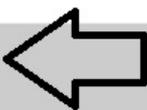
Note: The diagnostic troubleshooting document is interactive. For each set of customer complaints (water leak, wind noise, static noise, function noise) an overview page will be displayed showing the areas of potential concern related only to the customer complaint. Clicking the applicable links will bring the technician to specific areas to investigate and repair.

For clarification:

- Water leak would be water entry into the vehicle from the sunroof area
- Wind noise would be excessive noise entry into the vehicle while driving
- Static noise would be noises heard while driving, typically over rough road surfaces
- Function noise would be noises heard while operating the sunroof glass or roller sunshade

SUNROOF DIAGNOSIS
WHAT IS THE ISSUE?

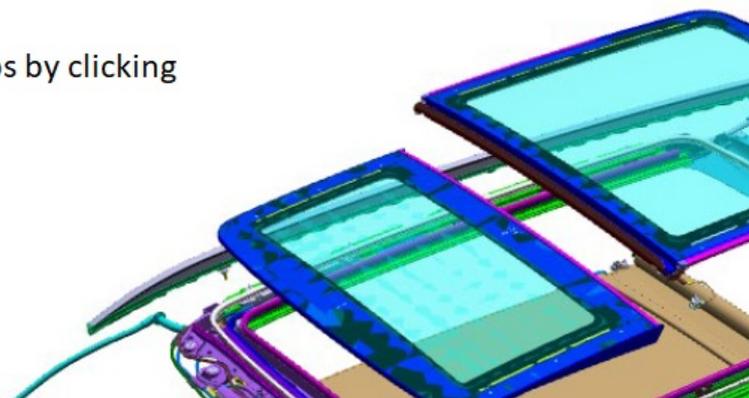
Water Leak



Select troubleshooting steps by clicking the applicable option

Wind Noise

Static Noise



POSSIBLE CAUSES- CLICK CAUSE FOR ADDITIONAL INFORMATION

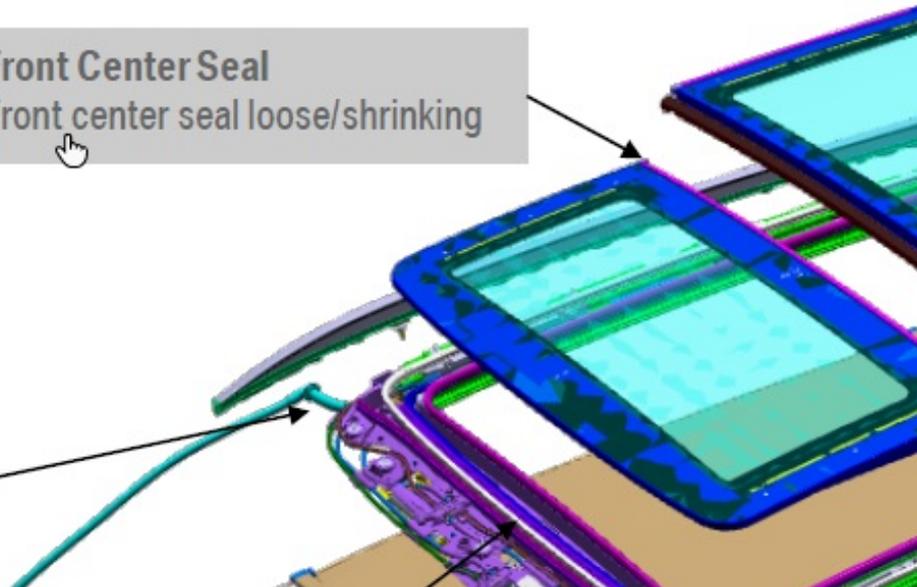
Click the possible causes



Front Center Seal
Front center seal loose/shrinking



Drain Tubes
Not connected to sunroof
Twisted/Kinked
Not connected at bottom
Clogged with dirt/debris



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.

WARRANTY 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.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture as pdf B54 11 19 Attachment 2.pdf](#)

[picture as pdf B54 11 19 Attachment 1.pdf](#)