



SIB 41 01 23

2023-02-08

## POPPING SOUND AT THE TOP OF THE C-PILLAR

 THIS REPAIR IS MOBILE FRIENDLY
**MODEL**

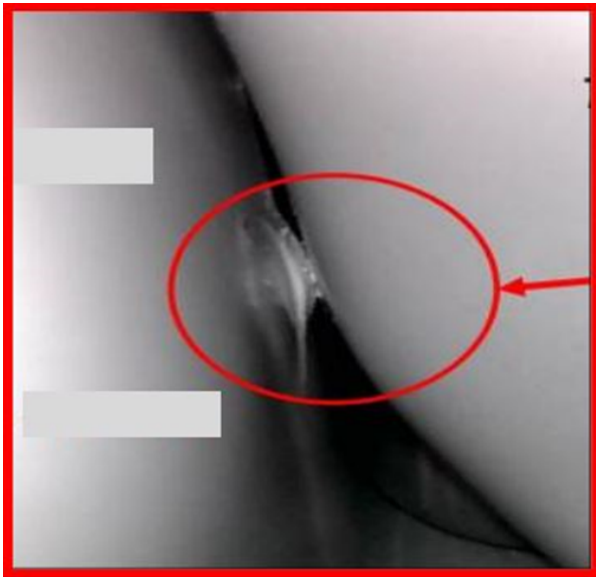
E-Series	Model Description
G07	X7 Sports Activity Vehicle

**SITUATION**

While driving the vehicle on normal roads at 10 mph and above, a popping sound from the top of the C-pillar(s) is heard.

The sound can occur on either the left or right side of the C-pillar.

**Note: Please see attached video V41 01 23.**

**CAUSE**

A spot weld burr between the side frame and the top of the inner C-pillar contacts the C-pillar reinforcement at the top.

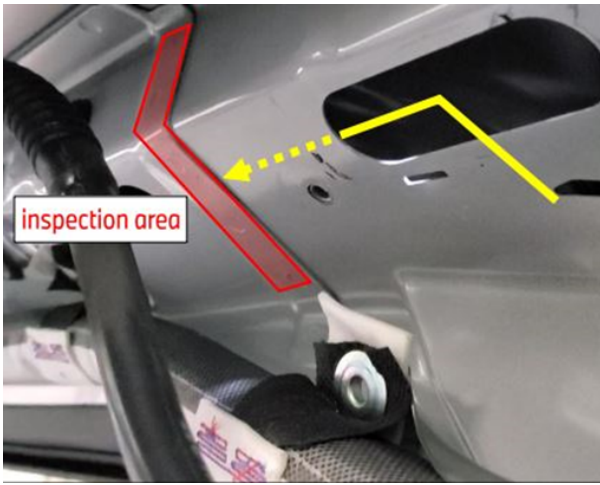
**CORRECTION**

Remove the existing weld burr following the procedure below.

**PROCEDURE**

Verify that a popping sound from the C-pillar is heard. If yes, then proceed to step 1 for the side of the vehicle in which the sound was noticed.

1. Remove the headliner following the repair instructions listed in AIR/ISTA (51 33 013).
2. Using a borescope, look through the elongated hole in the C-pillar towards the front of the vehicle.

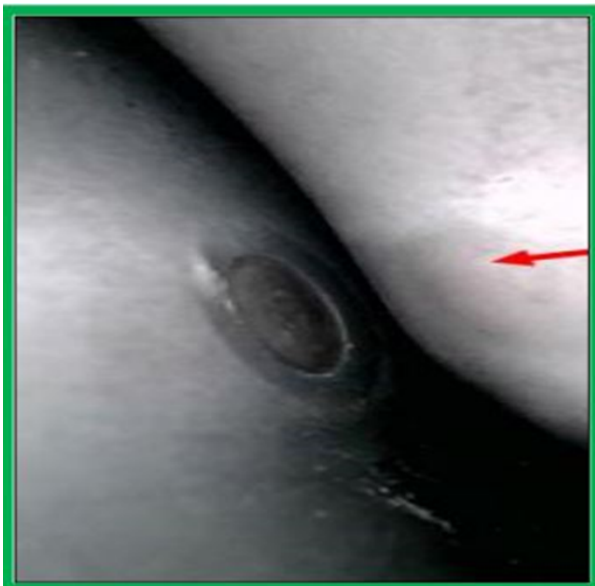
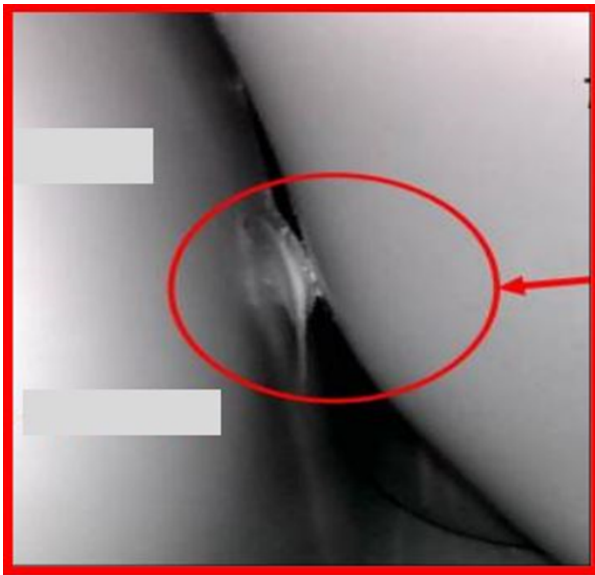


3. Determine whether the weld spot in the area marked in red have a weld burr and/or are in contact with the reinforcement panel.

**Note:**

**Red** photo: Not acceptable

**Green** photo: Good





4. Using a screwdriver or chisel, remove the existing weld burr.

5. Repeat on other C-pillar if noise was also detected.

6. Reassemble the vehicle and verify repair.

**PARTS INFORMATION**

No parts are required.

**CLAIM INFORMATION**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>4121023900</b>	<b>C-pillar Unpleasant noises</b>
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
51 44 013	Remove and install headlining (with panorama roof) (Main work)	Refer to AIR
Or:		
51 44 513	Remove and install headlining (with panorama roof) (Plus work)	Refer to AIR
And, as applicable:		
41 00 009*	Verifying there is a popping sound from the C-pillar prior to headliner removal (Work time)	WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
41 99 000	Work time to borescope both C-pillars, and as applicable, using a screwdriver or chisel to remove weld burrs and/or adjust the panels to eliminate contact	WT

If you are using a Main labor code for another repair, use the Plus code labor operation 51 44 513 instead of 51 44 013.

Work time labor operation codes 41 00 009 and 00 58 500 are not considered Main labor operations.

Please identify on the RO and in the claim comments if one or both C-pillars were repaired

\*Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

**FEEDBACK REGARDING THIS BULLETIN**

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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

## Supporting Materials

Videos

[41 01 23](#)

