

**SUBJECT****Front Windows Reverse Direction when Being Used****MODEL**

i8 (I12)

SITUATION

When the customer closes one of the front side windows using the one-touch feature, the window reverses direction and opens automatically.

CAUSE

Faulty window motor

PROCEDURE

Only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information may be found in REP 61 00... Observe safety instructions when handling electric vehicles.

1. Perform diagnosis with ISTA and troubleshoot any faults related to the power windows.
2. If no faults are stored, initialize the windows with the ISTA service function via the following path: "Vehicle management / Service function / 03 Body / Locking and security functions / Power window regulator." Start the search and complete the test plan "Initialize power window regulators."
3. If the initialization fails to correct the issue, replace the affected window motor per ISTA Repair Instruction 6762000 "Removing and installing or replacing flat motor for front left or right power window regulator."

Always connect a BMW approved battery charger/power supply ([SI B04 23 10](#)).

PARTS INFORMATION

Part Number	Description	Quantity
67 62 7 397 873	Drive for window lifter, left	1
67 62 7 397 874	Drive for window lifter, right	1

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program.

Defect Code:	67 62 01 12 00	
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		

61 25 910	Refer to KSD2	Recharging high-voltage battery unit (to high-voltage charging unit)
And:		
61 00 831	Refer to KSD2	Initialize window regulator

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

And if the initializing fails on one side:

Repairing One Side

Labor Operation:	Labor Allowance:	Description:
67 62 500	Refer to KSD2	Removing and installing or replacing flat motor for front left or right power window regulator

Or the initializing fails on both sides:

Repairing Both Sides

Labor Operation:	Labor Allowance:	Description:
67 62 510	Refer to KSD2	Removing and installing or replacing both flat motors for front power window regulator

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

Other Repairs

If performing other ISTA diagnostics and related test plans results in eligible and covered work, claim this work with the applicable defect code and labor operations listed in KSD2.

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