



## SIB 51 38 19 POWER WINDOWS INOPERATIVE

### MODEL

E-Series	Model Description	Production Date
I01	i3	Produced up to June 30, 2019

### SITUATION

The power windows won't operate in any direction.

### CAUSE

Possible faulty window motor.

### PROCEDURE

1. Perform diagnosis with the latest version of ISTA, working through the test module, if needed.
2. Are there any of the following faults stored?

<b>030085</b>	front passenger power window, hall effect element A: Hall effect element failure or line disconnection.
<b>030086</b>	front passenger power window, hall effect element B: Hall effect element failure or line disconnection.
<b>030087</b>	front passenger power window, hall effect element A and B: Motor unit failure or line disconnection.
<b>030007</b>	driver power window, hall effect element A and B: Motor unit failure or line disconnection.
<b>030005</b>	driver power window, hall effect element A: Hall effect element failure or line disconnection
<b>030006</b>	driver power window, hall effect element B: Hall effect element failure or line disconnection.

**YES:** Replace the affected window motor.

**NO:** Perform further circuit diagnosis using ISTA.

### PARTS INFORMATION

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
Refer to ETK/AIR	Drive for window lifter	Up to 2

Additionally, other small parts that are not specified above, such as one-time screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the corresponding repair defect code.

### WARRANTY INFORMATION

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

#### **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 following the established and applicable warranty policy and procedures (Labor/Part/Sublet – bulk materials) that apply to the repair being performed.

Refer to AIR for the corresponding defect code, flat rate labor operations and flat rate unit (FRU) allowances (including diagnosis with separate punch times).

### **Other Repairs**

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis with separate punch times).