



SIB 61 15 25

2025-09-02

POWER WINDOWS AND EXTERIOR MIRRORS DO NOT FUNCTION

☒	THIS REPAIR IS MOBILE FRIENDLY
☐	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

MODEL

E-Series	Model Description
F74	2 Series Gran Coupe
U10	X2 Sports Activity Coupe
U11	X1 Sports Activity Vehicle

SITUATION

The power windows and exterior mirrors do not function on the driver and/or passenger side.

The fault occurs on either driver or on the passenger side. It does not occur on both sides at the same time.

CAUSE

Software error in the TSG control module (door control module).

CORRECTION

Perform a TSG control module reset via ISTA.

PROCEDURE

1. Verify the customer's concern.
2. Connect an approved BMW battery charger to the vehicle.
3. Connect the vehicle to ISTA and perform a vehicle short test.
4. Read the fault codes from the vehicle.
5. Check for faults code stored in the TSGFA (driver side) and TSGBF (passenger side) control modules.
6. Perform a control unit reset using ISTA:
 - Vehicle Information
 - Control Unit Tree
 - TSGFA or TSGBF
 - Control Unit Functions
 - Component Actuation
 - Perform a control unit reset
7. Verify the functionality of the power windows and exterior mirrors after the control unit reset, and clear the fault codes via ISTA.

Note: The software solution is currently in progress as the permanent solution. DO NOT replace any parts as it does NOT provide a solution. This SIB will be updated once software is released.

PARTS INFORMATION

No parts are needed.

CLAIM INFORMATION

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

Repair Code:	6135820200	Door module / door control unit Software error / internal device fault
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plusposition)	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006, or exclude them (including 61 21 528) when the Vehicle Test is included in another repair.

And:

Labor Operation	Description	Labor Allowance
61 00 006*	Confirm faults code(s) are stored in the TSGFA (driver side) and TSGBF (passenger side) control modules and perform a control unit reset	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

(*) 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.

Other Repairs

If other eligible and covered work is performed because of performing the ISTA diagnostics, related test plans, and/or other approved diagnosis procedures, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the the Chassis Number (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available and their corresponding FRU allowances.

FEEDBACK REGARDING THIS BULLETIN

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
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Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

