



SIB 51 13 25

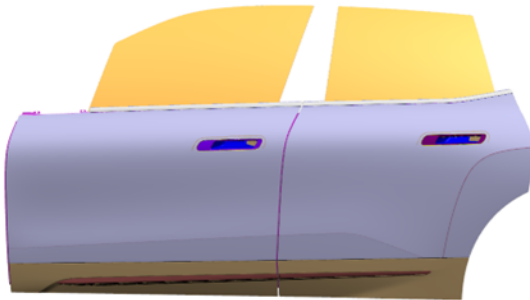
DOOR WINDOW GLASS IS INOPERATIVE IN FREEZING TEMPERATURE

2025-09-29

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

MODEL

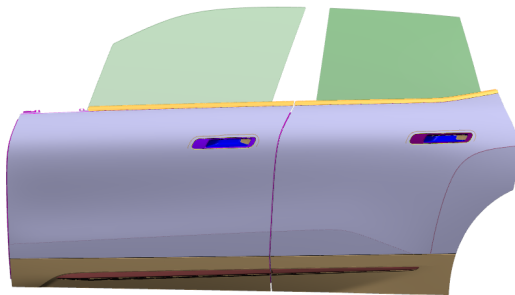
E-Series	Model Description
I20	iX Sports Activity Vehicle

SITUATION

There are two possible situations:

- When opening either the front and/or rear door, the door window glass does not lower (short drop).
- When closing either the front and/or rear door, the door window glass does not roll up into the seal but rests outside the seal.

Note: See attached video BV 51 03 25.

CAUSE

There are two possible causes:

- Vehicle gets wet due to rain, sleet, fog, or dew.
- If the temperature drops below 32 degrees Fahrenheit, the door window trim (**highlighted in orange in the photo**) freezes to the door window glass.

CORRECTION

Clean and lubricate the door window glass.

PROCEDURE

1. Verify customer's concern.
2. Allow the vehicle to dry/warm up inside the shop.
3. Without removing the window trim, clean the outside the door glass using a clean cloth and R2 cleaner.

4. Without removing the window trim, apply “Lubricant M” to the door window glass from the outside.
5. Lower and lift the door window glass several times (at least 3 times).
6. Clean the outside of the door glass again using a clean cloth and R2 cleaner.
7. Once completed, verify repair.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

Part Number	Description
83 19 5 B67 072	Cleanser R2 (500ml)
83 19 2 458 653	Lubricant M (30ml)

CLAIM INFORMATION

This Service Information Bulletin provides technical, diagnosis, and repair-related information.

Damage and/or issues caused by outside influences are not covered under the BMW limited warranties.

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
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

Powered by [Froala Editor](#)

Supporting Materials
Videos
[51 03 25](#)

