



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.