

Eliminating Symptoms on Body Exterior - Replacing Window Guide Hook (Scratches on rear door window 132/15)

Information

Symptom

Complaints are received about vertical scratches on the rear door windows.

Cause, affected vehicles, date of introduction and remedial action

Cause The use of the window guide hook without flock-coated ring causes scratches on the rear door windows.

Model Year: 2015

Affected Vehicles **Panamera** model line, model year 2015.
Model year period from **week 48/14** to **week 16/15**.

Date of Introduction Implementation in standard production starts as follows:
Start of implementation in standard production on: 14.04.2015

Remedial Action The installed window guide hooks without flock-coated ring must be replaced **on both sides** by hooks with flock-coated ring and the **damaged rear door windows must be replaced**.

Tools and materials

Tools and materials

- Blind rivet ⇒ BLIND RIVET 999.190.104.30
- B-pillar cover, rear left ⇒ COVER 970.536.381.02
- B-pillar cover, rear right ⇒ COVER 970.536.382.02
- Rear door window, left and right - depending on equipment variant

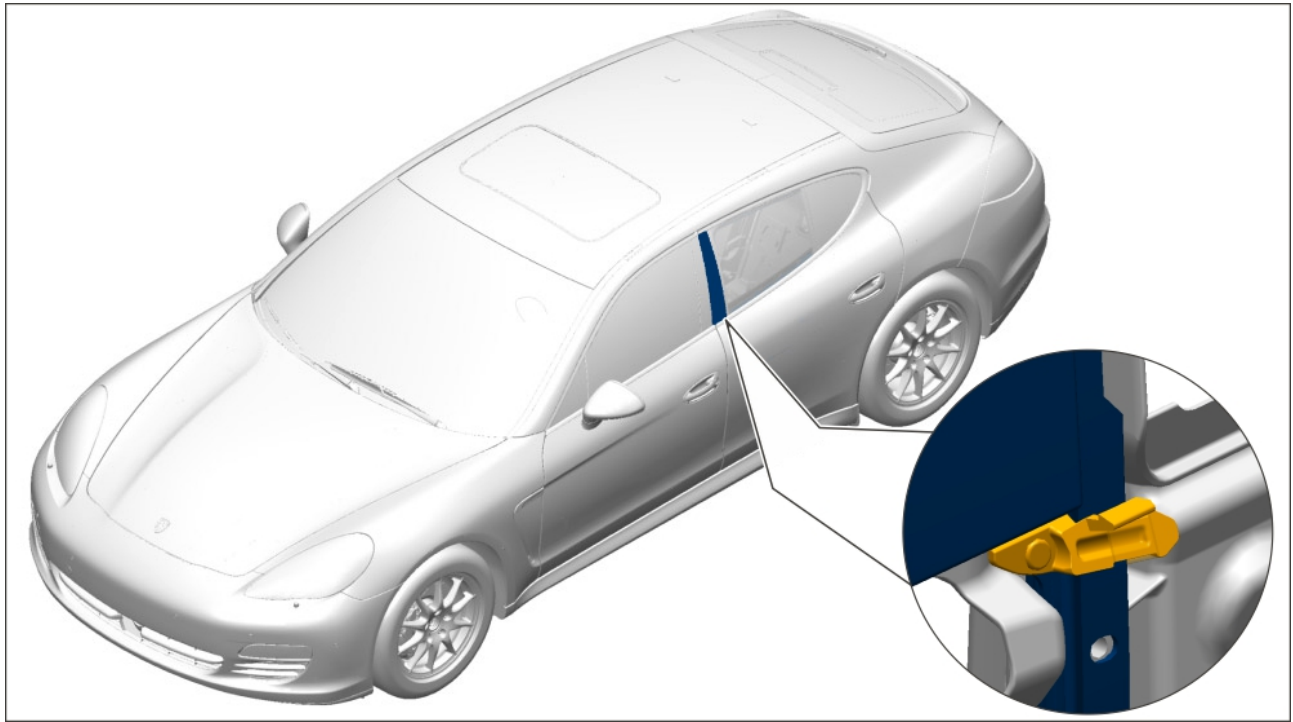
Replacing rear window guide hook

Replacing window guide hook



Information

The following work is described for one side of the vehicle as an example. The steps are identical for both sides of the vehicle and must be carried out at the left and right.



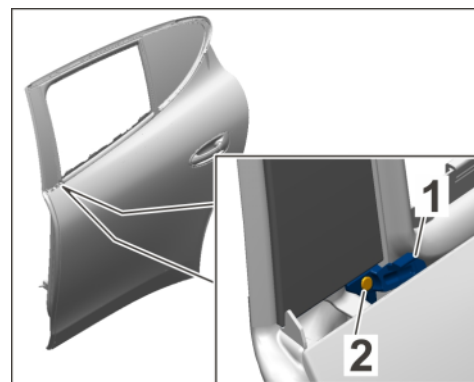
Installation position of window guide hook

- 1 Remove trim for rear door panel. ⇒ *Workshop Manual '706119 Removing and installing trim for rear door panel - section on "Removing"*
- 2 Remove rear door panel ⇒ *Workshop Manual '707319 Removing and installing rear door panel - section on "Removing"*.
- 3 Remove rear door sub-frame. ⇒ *Workshop Manual '583019 Removing and installing rear door sub-frame - section on "Removing"*
- 4 Remove rear door moulding ⇒ *Workshop Manual '66335503 Replacing rear door moulding'*
- 5 Remove rear power window motor. ⇒ *Workshop Manual '646119 Removing and installing rear power window motor - section on "Removing"*
- 6 Remove rear door window ⇒ *Workshop Manual '646019 Removing and installing rear door window - section on "Removing"*.

7 Remove window guide hook without flock-coated ring
 ⇒ *Removing window guide hook from the vehicle -1-*
 from the B-pillar cover on the vehicle.

7.1 Drill out rivet ⇒ *Removing window guide hook from the vehicle -2-* on window guide hook without flock-coated ring ⇒ *Removing window guide hook from the vehicle -1-* on the B-pillar cover on the vehicle using a drill bit with a diameter of **Diameter 3 mm**.

7.2 Remove window guide hook without flock-coated ring ⇒ *Removing window guide hook from the vehicle -1-* from the B-pillar cover.

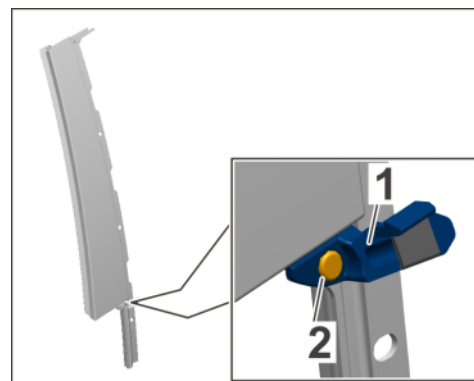


Removing window guide hook from the vehicle

8 Remove window guide hook with flock-coated ring
 ⇒ *Removing window guide hook from spare part -1-*
 from the replacement B-pillar cover.

8.1 Drill out rivet ⇒ *Removing window guide hook from spare part -2-* on window guide hook with flock-coated ring ⇒ *Removing window guide hook from spare part -1-* on the replacement B-pillar cover using a drill bit with a diameter of **Diameter 3 mm**.

8.2 Remove window guide hook with flock-coated ring ⇒ *Removing window guide hook from spare part -1-* from the replacement B-pillar cover.



Removing window guide hook from spare part

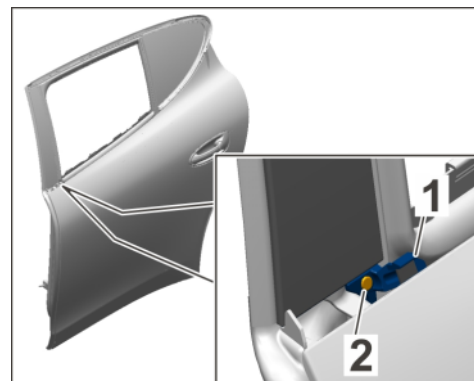
9 Secure window guide hook with flock-coated ring on the B-pillar cover on the vehicle.

9.1 Rivet window guide hook with flock-coated ring to the B-pillar cover using a blind rivet ⇒ BLIND RIVET 999.190.104.30.



Information

The rear door windows that have been scratched by the window guide hook without flock-coated ring must be replaced **on both sides** by **new** door windows.



Securing Grivory hook

10 Install new rear door window ⇒ *Workshop Manual '646019 Removing and installing rear door window - section on "Installing"*.

- 11 Install rear power window motor ⇒ *Workshop Manual '646119 Removing and installing rear power window motor - section on "Installing"*.
- 12 Install rear door moulding ⇒ *Workshop Manual '66335503 Replacing rear door moulding'*
- 13 Install rear door sub-frame ⇒ *Workshop Manual '583019 Removing and installing rear door sub-frame - section on "Installing"*.
- 14 Install rear door panel ⇒ *Workshop Manual '70731903 Removing and installing rear door panel - section on "Installing"*.
- 15 Install trim for rear door panel ⇒ *Workshop Manual '706119 Removing and installing trim for rear door panel - section on "Installing"*.

Invoicing

The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
66945002	Rework covering	885 "SOFTCLOSE (CLOSING AID FOR DOORS)"

For invoicing and documentation using PQIS, enter the following codes:

Location (FES5)	64600	Rear door glass
Damage type (SA4)	3014	Kratzer

Invoicing

The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
66945004	Rework covering	885 "SOFTCLOSE (CLOSING AID FOR DOORS)"

For invoicing and documentation using PQIS, enter the following codes:

Location (FES5)	64600	Rear door glass
Damage type (SA4)	3014	Scratches

Invoicing

The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
66945010	Rework covering	

For invoicing and documentation using PQIS, enter the following codes:

Location (FES5)	64600	Rear door glass
Damage type (SA4)	3014	Scratches

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