

**WRG2 - Check Power Windows and Replace if Necessary (Workshop Campaign)**

Model Line: **911 (992)**

Model Year: **As of 2024 up to 2025**

Concerns: **Front power windows mechanism**

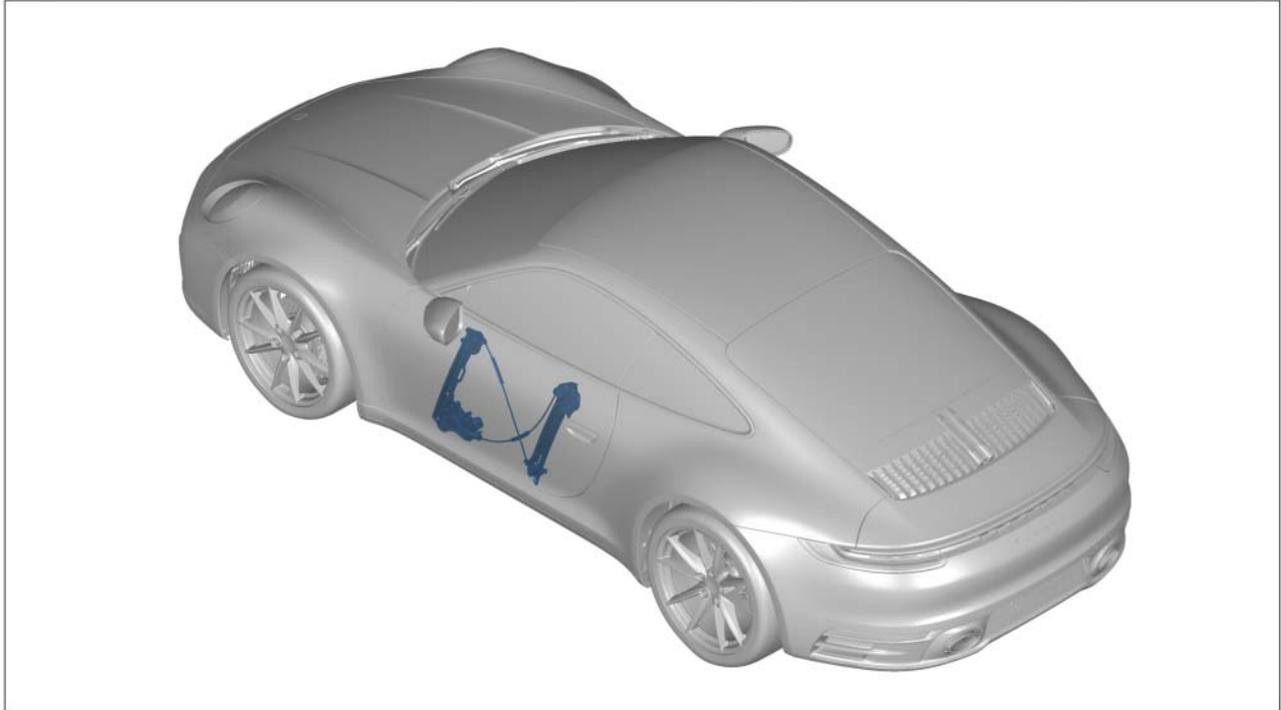
Cause: **There is a possibility that a power windows mechanism was installed in the front doors that does not meet the required specifications on the affected vehicles.**

If this is the case, the design differences mean that the door window does not fully retract into the door.

Action: Check the end position of the front left and right door window and replace the respective front power windows mechanism depending on the result.

Affected Vehicles: Only the vehicles assigned to the campaign (see also PCSS Vehicle Information).

Installation  
Position:



*Installation position for front power windows mechanism (shown on the left side of the vehicle)*

### Required parts and materials as needed



#### Information

No parts are required for checking the front power windows.

**The forecast failure rate is only 0,5%.**

Therefore, please order the required parts for replacing an incorrect front power windows mechanism **only if necessary**.

Parts Info:

Part No.	Designation – Location	Number
992837461 Y	⇒ Power windows mechanism without motor, left	1 piece
<b>and/or</b>		
992837462 Y	⇒ Power windows mechanism without motor, right	1 piece

PAF909757	⇒ Countersunk screw, M5 x 16 – Door trim panel on door (rear)	1 piece per vehicle door
N 90953004	⇒ Internal hexagon round/oval-head screw, M5 x 14 – Door trim panel on door (front)	1 piece per vehicle door
N 91176801	⇒ Internal hexagon round-head countersunk screw, M5 x 10 – Cover for pull loop	3 pieces per vehicle door

### Required tools as needed



#### Information

No tools are required for checking the front power windows.

Tools:

- **P90999 - PIWIS Tester 4**
- Battery charger with a current rating of **at least 90 A**, e.g. **VAS 5908 90 A battery charger**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charging battery and vehicle electrical system'*
- Torque wrench, 0.4-2 Nm (0.3-1.5 ftlb.), e.g. **VAS 6253A - torque wrench, 0.4-2 Nm (0.3-1.5 ftlb.)**
- Torque wrench, 2-10 Nm (1.5-7.5 ftlb.), e.g., **V.A.G 1783 - torque wrench, 2-10 Nm (1.5-7.5 ftlb.)**
- Torque wrench, 6-50 Nm (4.5-37 ftlb.), e.g. **V.A.G 1331A - torque spanner, 6-50 Nm (4.5-37 ftlb.)**
- **9842/1 - Hook wrench**
- **9842/2 - Hook wrench**

### Check power windows and replace if necessary

- Work Procedure: 1 Switch on the ignition.
- 2 Check the lower end position of the door windows.

Assessment		Action
(✓)	Both door windows retract <b>completely</b> into the door.	<ul style="list-style-type: none"> <li>• Switching off ignition</li> <li>• Entering campaign in Warranty and Maintenance logbook</li> <li>• Invoicing for <b>Scope 1</b></li> </ul>
(✗)	One or both door windows do <b>not</b> fully retract into the door.	Replace affected front power windows mechanism.  Continue with Step ⇒ 3.

- 3 Switch off ignition.
- 4 Remove the front power windows mechanism on the affected side.  
⇒ *Workshop Manual '645219 Removing and installing front power windows'*
- 5 Convert power window motor from the previous power windows mechanism to the **new** power window mechanism.  
⇒ *Workshop Manual '645419 Removing and installing power windows motor'*
- 6 Install the **new** front power windows mechanism.  
⇒ *Workshop Manual '645219 Removing and installing front power windows'*
- 7 Connect and switch on the battery charger.  
⇒ *Workshop Manual '270689 Charging battery and vehicle electrical system'*
- 8 Connect the **P90999 - PIWIS Tester 4**, switch on ignition and start the diagnostic application.
- 9 Read out and delete all control unit fault memories.
- 10 End the diagnostic application. Switch off ignition. Disconnect **P90999 - PIWIS Tester 4** from the vehicle.
- 11 Switch off and disconnect the battery charger.
- 12 Enter the campaign in the Warranty and Maintenance logbook.

### Warranty processing



#### Information

The specified labor times were determined specifically for carrying out this campaign and include all necessary preliminary and subsequent rework. The labor times may differ from the labor times published in the Labor Operation List in PCSS.

Scope 1:

#### Check left and right power windows

##### Labor time:

Check left and right power windows

Labor time: **27 TU**

⇒ **Damage number WRG2 066 000 1**

Scope 2: **Check left and right power window and replace front left power window mechanism**

**Labor time:**

Replacing front left power window mechanism Labor time: **140 TU**  
 Includes:   Check left and right power windows  
               Removing and installing front door trim panel  
               Removing and installing front power windows mechanism  
               Converting power window motor  
               Reading out and deleting fault memories

**Required parts:**

Part No.	Designation	Quantity
992837461 Y	Power windows mechanism without motor, left	1 piece
PAF909757	Countersunk screw, M5 x 16	1 piece
N 90953004	Internal hexagon round/oval-head screw, M5 x 14	1 piece
N 91176801	Internal hexagon round-head countersunk screw, M5 x 10	3 pieces

⇒ **Damage number WRG2 066 000 2**

Scope 3: **Check left and right power windows and replace front right power windows mechanism**

**Labor time:**

Replacing front right power windows mechanism Labor time: **140 TU**  
 Includes:   Check left and right power windows  
               Removing and installing front door trim panel  
               Removing and installing front power windows mechanism  
               Converting power window motor  
               Reading out and deleting fault memories

**Required parts:**

Part No.	Designation	Quantity
992837462 Y	Power windows mechanism without motor, right	1 piece
PAF909757	Countersunk screw, M5 x 16	1 piece
N 90953004	Internal hexagon round/oval-head screw, M5 x 14	1 piece
N 91176801	Internal hexagon round-head countersunk screw, M5 x 10	3 pieces

⇒ **Damage number WRG2 066 000 2**

Scope 4: **Check and replace the front left and right power windows****Labor time:**

Replacing front left and right power windows mechanism

Labor time: **245 TU**

Includes: Check left and right power windows  
 Removing and installing front door trim panel  
 Removing and installing front power windows mechanism  
 Converting power window motor  
 Reading out and deleting fault memories

**Required parts:**

<b>Part No.</b>	<b>Designation</b>	<b>Quantity</b>
992837461 Y	Power windows mechanism without motor, left	1 piece
992837462 Y	Power windows mechanism without motor, right	1 piece
PAF909757	Countersunk screw, M5 x 16	2 pieces
N 90953004	Internal hexagon round/oval-head screw, M5 x 14	2 pieces
N 91176801	Internal hexagon round-head countersunk screw, M5 x 10	6 pieces

⇒ **Damage number WRG2 066 000 2**

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