

Troubleshooting: Front Window Pane Reversed – Closes and/or Opens Incorrectly (55/24)

Change Overview:

Release	Date	Modification
0	05/14/2024	▪ Original publication
1	08/25/2025	▪ Update to Labor Position section

Model Year: **As of 2018**

Model Line: **Cayenne (9YA/9YB)**

Concerns: **Front window pane**

Cause: **Customers complain that the front left or right window pane can be reversed or cannot be opened/closed when ONE touch is pressed.**

The following fault memory entries can also be stored in the fault memory of the front driver's side/passenger's side door control unit:

- B148754 – Power windows motor, no basic setting (030034)
- B148729 – Power windows motor, implausible signal (030067)
- B14874B – Power windows motor, overtemperature (030037)

The complaints indicate that the front power window is difficult to operate and this cannot be overcome.

Action: Re-normalize the power windows and carry out troubleshooting. Then fix the fault.

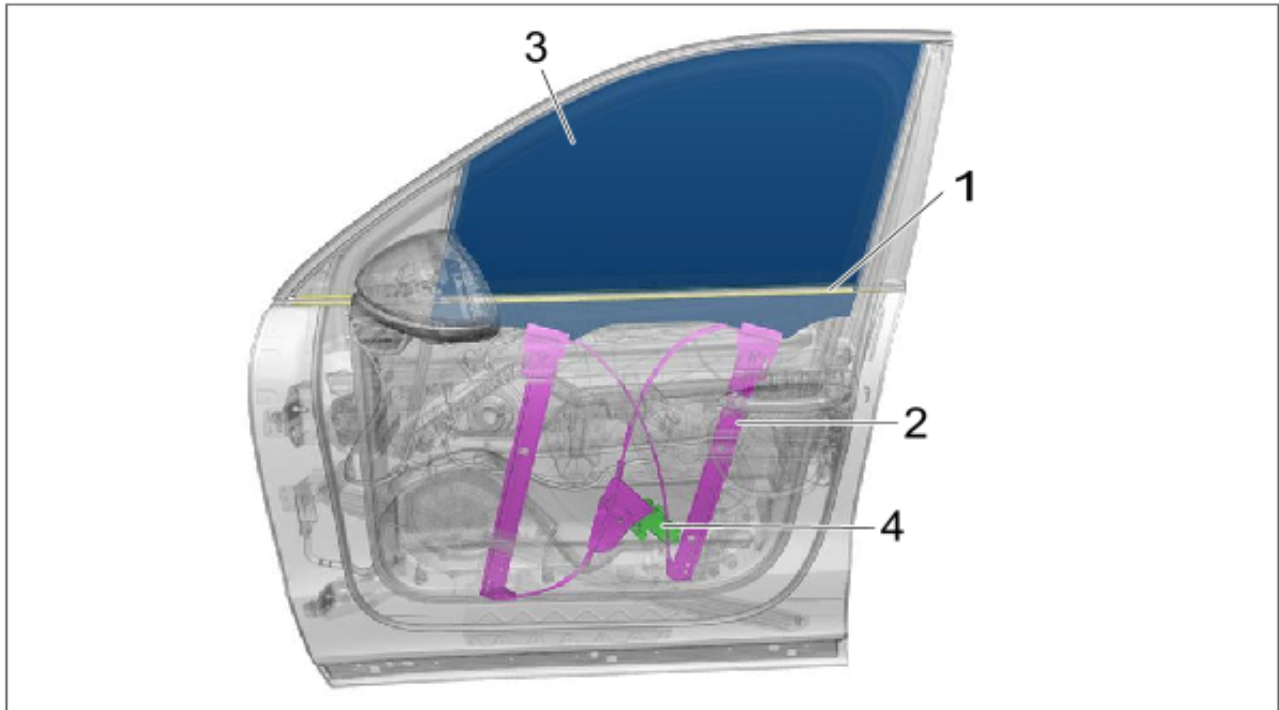


Information

Replacing components without prior troubleshooting is not expedient.

Overview of causes for front power windows malfunctions

- Deformed/damaged window shaft seal ⇒ *Overview of causes for front power windows malfunctions -1-* in the window guide
- Resistance inside the front power windows mechanism ⇒ *Overview of causes for front power windows malfunctions -2-* due to contamination or lack of lubrication
- Dirty window pane ⇒ *Overview of causes for front power windows malfunctions -3-*/high friction on the window pane ⇒ *Overview of causes for front power windows malfunctions -3-*
- Faulty power windows motor ⇒ *Overview of causes for front power windows malfunctions -4-*



Overview of causes for front power windows malfunctions

- 1 – Window shaft seal
- 2 – Front power windows mechanism
- 3 – Front window pane
- 4 – Power windows motor

Required parts and materials as needed

Parts Info:

Required parts for troubleshooting described in this technical information on the front power window:

Part No.	Designation – Location	Quantity as needed
9555524300	⇒ Fixing clip – Door trim panel	8 pieces per door

Parts and materials required for individual troubleshooting must be determined using the corresponding Workshop Manual and the Parts Catalogue (PET2).

Required Tools

- Tools:
- **P90999 - PIWIS Tester 4**
 - Battery charger with a current rating of **at least 90 A**, e.g., **VAS 5908 90A 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, 2-10 Nm (1.5-7.5 ftlb.), e.g., **V.A.G 1783 - Torque wrench, 2-10 Nm (1.5-7.5 ftlb.)**

Re-normalizing front power windows and performing troubleshooting

NOTICE

Control unit coding will be aborted if the driver's key is not detected

- **If the driver's key is not detected in the vehicle, coding cannot be started or will be interrupted.**
- ⇒ **Place the driver's key with the back facing down into the front left storage compartment in the center console to ensure a continuous radio link between the vehicle and the driver's key.**

- Work Procedure:
- 1 Connect the battery charger.
⇒ *Workshop Manual '270689 Charging battery and vehicle electrical system'*
 - 2 Check the front power windows function and confirm the fault pattern.
 - 3 Remove the door trim panel, but leave the electric plug connections plugged in.
⇒ *Workshop Manual '705919 Removing and installing front door trim panel'*
 - 4 Restore factory setting to the affected door control unit and re-normalize front power windows.
 - 4.1 Select "Front driver's side door" or "Front passenger's side door" in the control unit selection screen ('Overview' menu).
 - 4.2 Select **Coding/programming**.
 - 4.3 Select the **Restore factory settings/coding function (or new part coding)** and confirm with **F12** ('Next').
 - The PIWIS Tester displays the message: Coding successful. Press **F12** to continue.
 - 4.4 Select **Service/repairs**.
 - 4.5 Select **the normalization power windows** function. Press **F12** to continue.
 - Follow the instructions and notes of the PIWIS Tester. Press **F12** to continue.
 - 4.6 Fulfil all **conditions to be checked manually** and tick them off. **F12**.
 - 4.7 To start the **power windows** press **F8** ('Execute'), taking note of the warning message 'Normalization run'.

Assessment		Action
(✓)	The PIWIS Tester displays the message: Normalization run performed successfully .	Continue with Step ⇒ 5.
(x)	The PIWIS Tester displays the message: Normalization run cancelled .	Continue with Step ⇒ 9.

- 5 Go back to the **Overview**.
- 6 Read out and delete all control unit fault memories.
 - 6.1 Press **F7** in the control unit selection screen ('Overview' menu) to call up the Additional menu.
 - 6.2 Select the function "Read all fault memories and delete if necessary" and press **F12** ('Next') to confirm.
- 7 Exit the diagnostic application, switch off the ignition, disconnect the PIWIS tester from the vehicle.
- 8 Check the front power windows function again.

Assessment		Action
(✓)	Front power windows no longer have any malfunctions after normalization.	A defect in the power windows motor can be ruled out. Then continue with Step ⇒ 9.
(x)	Front power windows still have malfunctions after normalization.	<p>Replace the power windows motor and re-code the front driver's side door/front passenger's side door control unit (new part coding). ⇒ <i>Workshop Manual '645419 Removing and installing power windows motor'</i></p> <p>⇒ <i>Workshop Manual '577355 Replacing front door control unit'</i></p> <p>Install the door trim panel. ⇒ <i>Workshop Manual '705919 Removing and installing front door trim panel'</i></p> <p>Then continue with Step ⇒ 10.</p>

- 9 Check the front power windows environment for unwanted resistance.

Assessment		Action
(✓)	<ul style="list-style-type: none"> ▪ The window shaft seal is clean, undamaged and installed in the correct position ▪ Window pane is clean and free of friction-enhancing deposits ▪ Power windows mechanism has no blockages or contamination and is sufficiently lubricated 	Install the door trim panel. ⇒ <i>Workshop Manual '705919 Removing and installing front door trim panel'</i> Then continue with Step ⇒ 11.
(x)	The window shaft seal is dirty.	Clean the window shaft seal. Then continue with Step ⇒ 10.
(x)	The window shaft seal is damaged.	Replace the window shaft seal. ⇒ <i>Workshop Manual '644819 Removing and installing front window shaft seal'</i> Then continue with Step ⇒ 10.
(x)	The window shaft seal is not installed in the correct position.	Install the window shaft seal correctly. ⇒ <i>Workshop Manual '644819 Removing and installing front window shaft seal'</i> Then continue with Step ⇒ 10.
(x)	Window pane has dirt or deposits that increase friction.	Clean the window pane and remove friction-increasing deposits. Then continue with Step ⇒ 10.
(x)	The front power windows mechanism has blockages or contamination or is not sufficiently lubricated.	Clean, repair and lubricate the front power windows mechanism. If irreparable, replace the front power windows mechanism. ⇒ <i>Workshop Manual '645219 Removing and installing front power windows'</i> Then continue with Step ⇒ 10.

- 10 Check the front power windows function again and continue troubleshooting if necessary.
- 11 Switch off and disconnect the battery charger.
- 12 End of action.

Labor position and PCSS encryption**Information**

Select the PCSS encryption of the cause accordingly.

Labor position:

APOS	Labor operation	I No.
64549590	Power windows motor troubleshooting	
64541901	Removing and installing power windows motor	
64541902	Removing and installing power windows motor	
70591901	Removing and installing front door trim panel	
70591902	Removing and installing front door trim panel	
57732553	Re-programming front door control unit	
57732554	Re-programming front door control unit	
64481901	Removing and installing front window shaft seal	
64481902	Removing and installing front window shaft seal	
64521901	Removing and installing front power windows mechanism	
64521902	Removing and installing front power windows mechanism	

PCSS encryption:

Location (FES5)	6454	Power windows motor
Damage type (SA4)	1611	not functioning
Location (FES5)	6454	Power windows motor
Damage type (SA4)	1711	sluggish, jams, too little play
Location (FES5)	5773	Front door control unit
Damage type (SA4)	1611	not functioning
Location (FES5)	5773	Front door control unit
Damage type (SA4)	1613	not functioning from time to time
Location (FES5)	5773	Front door control unit
Damage type (SA4)	1614	Function not as specified
Location (FES5)	6452	Front power windows mechanism
Damage type (SA4)	1611	not functioning
Location (FES5)	6452	Front power windows mechanism
Damage type (SA4)	1711	sluggish, jams, too little play

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