

Complaint: Window Opens Unintentionally or Reversed - Follow Procedure (49/25)

Change overview

Version	Date	Change
0	07/15/2025	<ul style="list-style-type: none"> ▪ First publication
1	01/20/2026	<ul style="list-style-type: none"> ▪ Software solution added ▪ Labor positions adjusted

Model Line: **Macan (XAB)**

Model Year: **As of 2024**

Concerns: **Front window pane / rear window pane**

Information: **The customer complains about one or more of the following symptoms:**

- Window opens when the vehicle is opened or locked
- Window closes unintentionally
- Window closes on its own after booting up

Cause: After an obstacle is detected twice, there is a loss of normalization of the power window and consequently the aforementioned symptoms can occur.
Incorrect gap dimensions of the door or window pane can cause an obstacle detection.

- Action:
- If the vehicle is affected by workshop campaign **WSJO**, and this has **not yet been carried out**. **Carry out WSJO workshop campaign:** ⇒ *Technical Information 'WSJ000 WSJO workshop campaign – Update to software network VR28.13'*
 - If the workshop campaign **WSJO** has **already been carried out** in the past or the vehicle is not affected by the workshop campaign **WSJO**. **Check gap dimensions of door and window pane:** ⇒ *Technical Information 'WSJ000 Checking gap dimensions of door and window pane'*

Required tools

- Tools:
- **P90999 - PIWIS Tester 4**
 - Battery charger with a current rating of **at least 90 A** and a **current and voltage-controlled charge map** for lithium starter batteries, e.g. **VAS5908 battery charger 90 A**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charging vehicle electrical system battery'*
 - **V.A.G 1783 - Torque wrench 2-10 Nm (1.5-7.5 ftlb.)**

Checking gap dimensions of door and window pane

Work Procedure: 1 Check gap dimensions of door and window pane.
 ⇒ *Technical Information '5X01TW Gap dimensions for body technical values'*

Assessment		Action
(✓)	Door and window settings OK .	Carry out standardization routine (power window standardization run). For work procedure, see: ⇒ <i>Technical Information '577355 Replacing door control unit, front (J386)'</i> and ⇒ <i>Technical Information '587355 Replacing rear door control unit'</i>
(x)	Door and window settings not OK .	Gap dimensions of door or window pane should be adjusted . ⇒ <i>Technical Information '5X01TW Gap dimensions for body technical values'</i> Then perform standardization routine (power window standardization run). For work procedure, see: ⇒ <i>Technical Information '577355 Replacing door control unit, front (J386)'</i> and ⇒ <i>Technical Information '587355 Replacing rear door control unit'</i>

**Information**

If there is a repeat complaint after setting and the standardization routine, check the power window motor and the door control unit in question and replace if necessary.

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
64541640	Setting power window motor (standardization run power window)	
64401501	Adjusting front door window	
64401502	Adjusting front door window	
64601501	Adjusting rear door window	

APOS	Labor operation	I No.
64601502	Adjusting rear door window	
64541901	Remove and install power windows motor	
64541902	Remove and install power windows motor	
64611951	Remove and install rear power window motor	
64611952	Remove and install rear power window motor	

PCSS encryption:

Location (FES5)	64400	Front window
Damage type (SA4)	1111	Adjustment error

PCSS encryption:

Location (FES5)	64600	Rear window
Damage type (SA4)	1111	Adjustment error

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