

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

Change
Overview:

Revision	Date	Change
0	07/15/2025	▪ First publication
1	01/20/2026	▪ Software solution added ▪ Labor positions adjusted
2	04/02/2026	▪ Procedure modified

Model Year: **As of 2024**

Model Line: **Macan (XAB)**

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:
- 1 If the vehicle is affected by workshop campaign **WSJO**, and this has **not yet been carried out**. **Carry out workshop campaign WSJO, then check the production date of the vehicle and replace the power windows motors if necessary:**
 - ⇒ *Technical Information 'WSJ000 WSJO workshop campaign – Update to software network VR28.13' and*
 - ⇒ *Technical Information 'WSJ000 Check vehicle production period'*
 - 2 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 the production period of the vehicle and replace the power windows motors if necessary:**
 - ⇒ *Technical Information 'WSJ000 Check vehicle production period'*
 - 3 If Steps 1 and 2 have already been carried out and the fault persists. **Check gap dimensions of door and window pane and either perform a standardization routine or adjust door/windshield:**
⇒ *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. **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 vehicle electrical system battery'*
 - **V.A.G 1783 - Torque wrench 1.5-7.4 ftlb (2-10 Nm)**

Required parts**Information**

The parts are only required for vehicles manufactured between **09/01/2024 and 02/28/2025**.

Parts
Information:

Required parts:

Part No.	Designation – Location of use	Number
PAB959801	⇒ Power windows motor – front right – rear right	2 piece(s)
PAB959802	⇒ Power windows motor – front left – rear left	2 piece(s)

Check vehicle production period

Work Procedure: 1 Check vehicle production period.

Assessment		Action
(✓)	The vehicle was not produced between 09/01/2024 and 02/28/2025.	End of action. The vehicle has the latest software and hardware version.
(x)	The vehicle was produced between 09/01/2024 and 02/28/2025 .	Replacing power windows motor on all doors. For instructions, see: ⇒ <i>Technical Information '645419 Removing and installing power windows motor'</i> and ⇒ <i>Technical Information '646119 Removing and installing rear power windows motor'</i>



Information

If the fault persists after the software update and component replacement (for the vehicles in the specified production period), carry out standardization of the power windows and, if necessary, adjust the gap dimensions of the door or window.

For instructions, see: ⇒ *Technical Information '646119 Checking production period of the vehicle and gap dimensions of the door and window'*

Check gap dimensions of door and window and perform standardization routine

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 instructions, 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 instructions, see: ⇒ <i>Technical Information '577355 Replacing door control unit, front (J386)'</i> and ⇒ <i>Technical Information '587355 Replacing rear door control unit'</i>

Labor position and PCSS encryption

Labor position:

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

APOS	Labor operation	I No.
64401502	Adjusting front door window	
64601501	Adjusting rear door window	
64601502	Adjusting rear door window	
64541901	Removing and installing power windows motor	
64541902	Removing and installing power windows motor	
64611951	Removing and installing rear power windows motor	
64611952	Removing and installing rear power windows 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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