

Door Window Moves Up / Down Very Slowly or Reverses (SY 36/26)

Model Line: **Taycan (Y1A / Y1B / Y1C)**

Model Year: **As of 2020**

Concerns: **Front / rear power windows motor**

Information: **The customer is complaining that one or more of the front or rear door window panes only move up or down very slowly or reverse.**

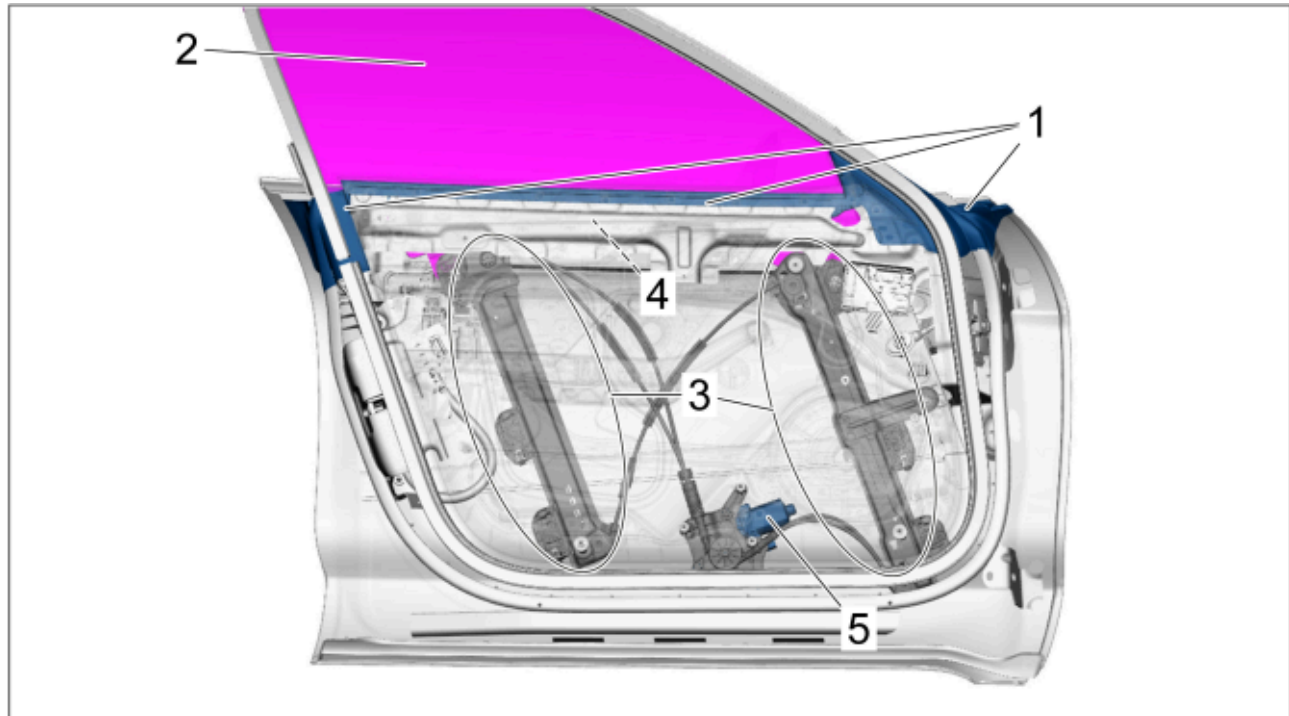
In addition, the following fault memory entries can also be stored in the fault memory of the affected door control unit:

- **B148754** – Power windows motor, no basic setting (030034)
- **B14874B** – Power windows motor, overtemperature (030037)

Action: If there is a customer complaint, check the system of the affected electric power window and proceed depending on the test result.

Check the system of the affected power window.

Work Procedure:



Locations of possible fault sources (shown as an example here on the driver's door)

- 1 – Deformed or damaged sealing elements of the window guide
- 2 – Incorrect door window adjustment
- 3 – Blocked mechanism (power window) due to dirt/foreign bodies / insufficient lubrication
- 4 – High friction on the door window (e.g., due to heavy contamination)
- 5 – Faulty power windows motor

- 1 Read out the fault memory of the affected door control unit.

**Information**


After reversing the door window twice (window starts upward movement, but moves back downwards), the door control unit switches to manual power window operation without anti-pinch protection to overcome any sluggishness.

This can be mistakenly perceived as sluggish. Normal operation is possible again after 30 seconds.

**Information**

If the power window is operated excessively or if the power window becomes sluggish, the thermal protection of the system will engage (preventing the window from moving at all).

The temperature is reduced gradually over a certain period of time. The waiting time for single actuation to be restored is approx. 5 minutes.

- 1.1 Fault memory entry "**B148754** - Motor for power window, no basic setting (030034)" is stored.
Re-standardize power windows
For work procedure, see: ⇒ *Workshop Manual 'Replacing front door control unit'*
 - 1.2 Fault memory entry "**B14874B** - power windows motor, overtemperature (030037)" is stored.
Continue with Step 3.
 - 1.3 **None** of the specified fault memory entries is stored.
 - For **model year 2025** vehicles, use symptom-based repair description (SY) 116/25. ⇒ *Technical Information '645400 Front door window opens unintentionally/reverses from fully open position (SY 116/25)'*
 - For all other vehicles, continue with Step 2.
 - 2 The affected door window continues to move sluggishly – such as after using SY 116/25 – or does not move at all.
 - The affected door window moves sluggishly: Continue with Step 3.
 - The affected door window does not move: Continue with Step 5.
 - 3 Check the affected door window, sealing elements and window channel for dirt, foreign bodies, wear and damage.
-  **Information**
Pay particular attention to the inside areas along the door seal at the B-pillar.
- For model year 2020 - 2025 vehicles with a damaged front window guide or front door channel seal, see Technical Information (TI) 222/22. ⇒ *Technical Information '644500 Complaints about the door window pane and front window guide and / or door shaft seal damaged (222/22)'*
 - If there is no damage or TI 222/22 does not apply, continue with Step 4.
- 4 Check the preload of the affected door window and adjust it if necessary.
For work procedure, see:
⇒ *Workshop Manual '644015A2 Adjust the front door window'* under section "Checking front door window preload".
 - If the door window needs to be adjusted, remove the window channel seal on the affected door window.

For work procedure, see:

⇒ *Workshop Manual '644819A7 Removing and installing outer (front) window channel seal'*

or

⇒ *Workshop Manual '646819A2 Removing and installing rear window channel seal'*



Information

The door window is adjusted **in the Z direction** using a long Torx screwdriver through the gap in the removed door channel seal (outer) on the affected door.



Information

It is then essential to carry out an acceptance drive in order to check the area of the affected door window for wind noise.

If wind noise can be heard, the adjustment will need to be repeated.

- If the door window setting is OK, continue with Step 5.

- 5 Expose the affected power window mechanism.

For work procedure, see:

⇒ *Workshop Manual '645219A2 Removing and installing front power window mechanism'*

or

⇒ *Workshop Manual '647119A1 Removing and installing rear power window mechanism'*



Information

The affected power window must be made accessible, but may **not** be removed.

- 5.1 Check the power window mechanism for the following points and, if necessary, clean, lubricate or replace it:

- Sufficient lubrication present (on cables, deflection pulleys, rails)
- Lower part of the door window clean and free of blocking deposits
- All moving components able to be moved freely

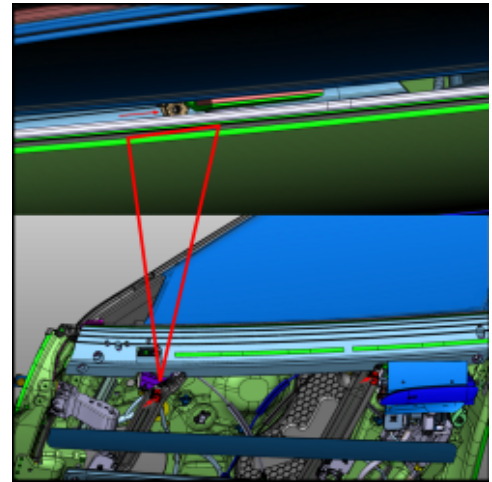
If it is still not possible to move the affected door window, continue with Step 6.

- 6 Check the power supply at the power windows motor.

6.1 Loosen the electric plug connection of the power windows motor and disconnect it.

6.2 Measure the power supply at the electrical plug connection of the power windows motor when the power window switch is pressed.

- **Approx. 12 volts** is measured. Continue with Step 7.
- **Approx. 12 volts** is not measured. Identify and rectify the source of the fault. **End of action.**



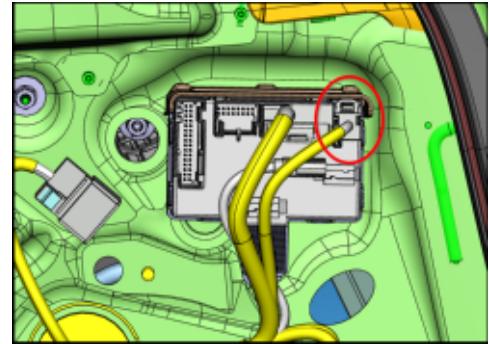
Adjusting door window (example: front left)

7 Check the power windows motor.

7.1 Push the electric plug connection back on until it locks perceptibly.

7.2 Loosen the electrical plug connection on the door control unit and apply 12 volts directly to the power windows motor via this plug connection and check the window for movement (reverse polarity if necessary).
⇒ *Plug connection on door control unit*

- If the window moves as intended: **End of action.**
- If the window does not move as intended or does not move at all: Check the electrical wiring and plug connection to the power windows motor and repair them if necessary.
- The electrical wiring and plug connection are OK. Replace the power windows motor.

*Plug connection on door control unit*

For work procedure, see:

⇒ *Workshop Manual '645419A1 Removing and installing power windows motor'***or**⇒ *Workshop Manual '646119A1 Removing and installing rear power windows motor'***Labor position and PCSS encryption****Information**

The correct PCSS encryption must be specified in accordance with the existing damage pattern.

Labor position:

APOS	Labor operation	I No.
64540141	Check power windows motor (read out fault memory, standardize power windows)	
64540142	Check power windows motor (read out fault memory, standardize power windows)	
64540143	Check power windows motor (read out fault memory, check seals)	
64540144	Check power windows motor (read out fault memory, check seals)	
64540145	Check power windows motor (read out fault memory, check seals, rework power window mechanism)	

APOS	Labor operation	I No.
64540146	Check power windows motor (read out fault memory, check seals, rework power window mechanism)	
64540147	Check power windows motor (read out fault memory / check seals, check power window mechanism, check power supply)	
64540148	Check power windows motor (read out fault memory / check seals, check power window mechanism, check power supply)	
64610141	Check power windows motor (read out fault memory, standardize power windows)	
64610142	Check power windows motor (read out fault memory, standardize power windows)	
64610143	Check power windows motor (read out fault memory, check seals)	
64610144	Check power windows motor (read out fault memory, check seals)	
64610145	Check power windows motor (read out fault memory, check seals, rework power window mechanism)	
64610146	Check power windows motor (read out fault memory, check seals, rework power window mechanism)	
64610147	Check power windows motor (read out fault memory / check seals, check power window mechanism, check power supply)	
64610148	Check power windows motor (read out fault memory / check seals, check power window mechanism, check power supply)	

PCSS encryption:

Location (FES5)	64540 / 64610	Front / rear power windows motor
Damage type (SA4)	1613 / 1711	intermittently inoperative / sluggish, jams, not enough play

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