

Macan /Cayenne – Front Window Motor Without Function

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Macan	2020 - 2023	95B	N/A	N/A
Cayenne	2020 - 2023	9YA, 9YB	N/A	N/A

Revision History

Revision	Release Date	Changes
0	October 19, 2023	Original document
1	March 18, 2024	Update of Warranty Information

Condition

The customer states that the driver or passenger door window does not open.

The workshop finds one or some of the following fault codes stored in the Front door control unit:

Macan:

- Front door 00083F – Power window motor, mechanical fault

Cayenne:

- Door on driver's/passenger's side, front B148729 – Window regulator motor, Implausible signal
- Door on driver's/passenger's side, front B14874B – Window regulator motor, Excess temp.
 - **NOTE:** The Cayenne includes "play protection" logic in the window motors, to prevent overheating due to misuse (e.g., a child playing with the window switches). The fault B14874B will set if the motor is actuated several times in quick succession.

Technical Background

This issue is still under investigation by Porsche.

Service Information

1. Create a VAL to document the present fault code(s).
2. Visually inspect the window guide seal on the door for any dirt or other abnormalities that may lead to increased friction between the window pane and the seals. Please document any abnormalities.
3. If the window functions upon arrival to the workshop, measure the power consumption of the window motor during automatic window operation.
 - a. **Macan**
 - Using the PIWIS Tester, navigate to: Front door (driver's/passenger's door) → Actual values/input signals → All, then select the values:
Power window position, Power window motor temperature, and Supply voltage
 - With the combustion engine running, operate the window automatically for 5 cycles (i.e., 5 times up, 5 times down), and pay attention to the Actual values.
=> The Supply voltage should drop by approximately 0.3 V (300 mV) during operation
=> Record the calculated motor temperature before and after 5 cycles
 - b. **Cayenne**
 - Using the PIWIS Tester, navigate to: Door on driver's/passenger's side, front → Actual values/input signals, then select the values:
Front window regulator status, driver/passenger side: Window position, Front window regulator status, driver/passenger side: Motor current
 - With the combustion engine running, operate the window automatically for 3 cycles (i.e., 3 times up, 3 times down), and pay attention to the Actual values.
=> The Motor current should remain in the range specified in the PIWIS Tester

NOTE: Leave the window in the lowered position after monitoring the window motor function in the PIWIS Tester. This position will be most convenient for the subsequent work.
4. Remove the door panel from the door of the affected window, as instructed in *WM 705919 – Remove and install front door panel*.

5. Remove the large rubber cover towards the rear of the door to gain access to the rear part of the window regulator mechanism.

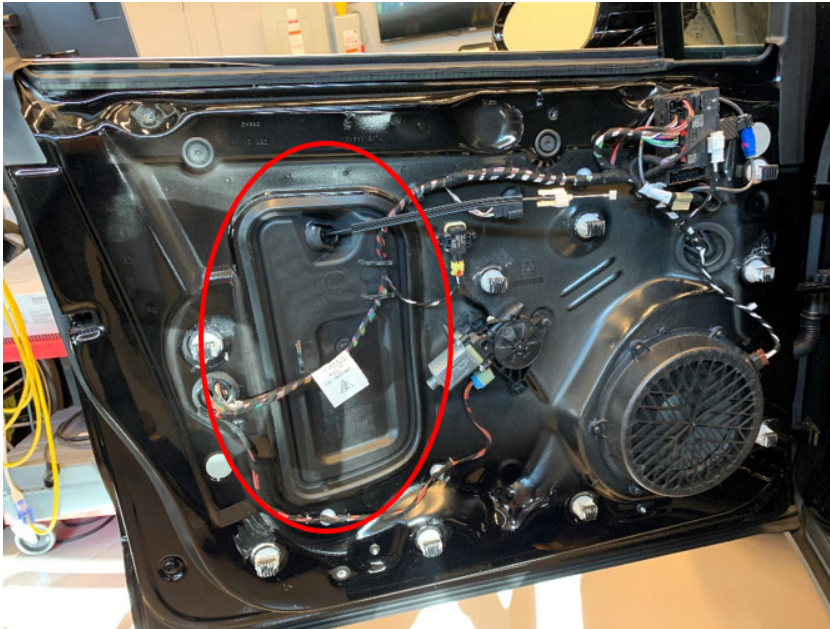


Figure1

6. Remove the window motor as instructed in *WM 645419 – Removing and installing power window motor*.
7. Remove the low-frequency loudspeaker (subwoofer) from the door frame as instructed in *WM 914119 Removing and installing front loudspeakers* to gain access to the front part of the window regulator mechanism.

8. Inspect the window regulator mechanism and the window motor for excess tension, dirt, or wear. Ensure that the window regulator mechanism is easy to move. Clean the window regulator mechanism as needed.



Figure 2

9. If there are no faults in the window guide seals or the window regulator mechanism, the window regulator motor must be replaced per WM 645419 – *Removing and installing window regulator motor.*
10. Please completely document the findings to all above steps in the PCSS job.

Warranty

As always, please document the repair completely in PCSS.

For this repair, please code the “cause” as follows:

Cause location: 6454 Power windows motor

Cause symptom: 1611 No function

Use the following labor operations **as needed**:

70591901 Front door panel remove and reinstall (driver side)

70591902 Front door panel remove and reinstall (passenger side)

64549590 Power windows motor troubleshooting

- **NOTE:** Up to **20 TU** may be claimed for work performed in Service Information steps 2, 3, 5, and 7.

64541951 Power windows motor remove and reinstall (driver side)

64541952 Power windows motor remove and reinstall (passenger side)

Additional labor operations may be claimed only as needed.

If there is no functional defect found, the working steps as described in this ATI are excluded from Warranty and Goodwill.

Search Items

Cayenne, Macan, window motor, 083F, B148729, B14874B, door window, regulator

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