

Power Window Reverses Or Is Inoperative

Topic number	LI72.40-P-065822
Version	8
Function group	72.40 - Door control
Date	1/23/25
Validity	MODEL 213 up to manufacturing date 15.10.2019
Reason for change	Complaint/cause/remedy supplemented

Complaint

- Power window reverses direction on reaching upper end position.
- Power window inoperative, fault code P060A64 / B18C12A / B192015 is stored in fault memory of door control unit.

Cause

- Software error in door control unit (N69/X).
- Power window motor(s) on front door, left (M10/3) and/or front door, right (M10/4) => On vehicles with CODE 808, 809 or 800.

Remedy

1.) Read out hardware version of affected door control unit (N69/X) using quick test (see Figure 1).

=> For door control units with hardware version equal to/higher than 16/20 (year/week), continue with operation step 2.

=> For door control units with hardware versions 13/49, 14/23, 14/24 and 14/30, continue with operation step 3.

2.) Replace affected power window motor (M10/X).

IMPORTANT NOTE (see also SI document under WIS reference):

For vehicles with CODE 808, 809 or 800, the only motors in stock are the new power window motors with modified carbon brushes for the front doors. For this reason, when replacing the power window motor left front door (M10/3) or the front right power window motor, it is also essential to adapt the power window parameters in the corresponding control unit, front door, left (N69/1) or control unit, front door, right (N69/2).

When doing so, the following procedure must be followed:

- a) Replace power window motor(s) on front door, left (M10/3) and/or right (M10/4).
- b) Carry out commissioning of the door control unit(s) for the front door, left (N69/1) and/or right (N69/2) using Xentry Diagnostics.
- c) Then perform a function test on the power window system by operating the power window switch in the direction of "AUTOMATIC DOWN" and "AUTOMATIC UP" to fully open and close the side window.

Note:

Only replace the power window motor if the door control unit hardware version is 16/20!

3.) Perform commissioning of affected door control unit.

(Path: Xentry Diagnostics => Control units view => DCU-XX (N69/X) => Adaptations => Commission)

Note:

Since 09.08.2018, a new SCN coding is available for the current software release!

Commissioning ensures that the door control unit receives the current software release and the new SCN coding.

Attachments	
File	Description
Bild 1.JPG	Picture 1 - Extract from quick test: Read out hardware version of door control unit
	

WIS-References		
Document number	Title	Note
SI72.29-P-007A	Service information: Using new power window motors	

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and

provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms

Body > Glazing > Window lifting mechanism/window operation > Remains stationary

Body > Glazing > Window lifting mechanism/window operation > Does not run up

Body > Glazing > Window lifting mechanism/window operation > Stiff/sluggish

Body > Glazing > Window lifting mechanism/window operation > Opens by itself

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A0009062910			TRANSMISSION MOTOR FOR LEFT FRONT DOOR WINDOW LIFTER	1	Code: 808, 809, 800	X
A0009062810			TRANSMISSION MOTOR FOR RIGHT FRONT DOOR WINDOW LIFTER	1	Code: 808, 809, 800	X
A2139060502			TRANSMISSION MOTOR FOR LEFT REAR DOOR WINDOW LIFTER	1		X
A2139060602			TRANSMISSION MOTOR FOR RIGHT REAR DOOR WINDOW LIFTER	1		X
A2139069901			TRANSMISSION MOTOR FOR LEFT FRONT DOOR WINDOW LIFTER	1	Code: 807	X
A2139069501			TRANSMISSION MOTOR FOR RIGHT FRONT DOOR WINDOW LIFTER	1	Code: 807	X

Control unit/fault code

Control unit	Fault text
N69/1 - Left front door (DCU-LF) (DMFL222_MOPF)	-
N69/1 - Left front door (DCU-LF) (DMFL213)	-
N69/2 - Right front door (DCU-RF) (DMFR222_MOPF)	-
N69/2 - Right front door (DCU-RF) (DMFR213)	-
N69/3 - Left rear door (DCU-LR) (DMRL222_MOPF)	-
N69/3 - Left rear door (DCU-LR) (DMRL213)	-
N69/4 - Right rear door (DCU-RR) (DMRR222_MOPF)	-
N69/4 - Right rear door (DCU-RR) (DMRR213)	-

Operation numbers/damage codes

XENTRY Tips

Op. no.	Operation text	Time	Damage code	Note
			72220GR	
			72230GR	
			73A30GR	
			73N30GR	