

KeylessGo sensor surfaces are not responding/flush-fitting door handle does not extend or retract

Topic number	LI80.20-P-078308
Version	3
Function group	80.20 - Central locking system, interior central locking
Date	2/26/26
Validity	MODEL 214, 223, 294, 295, 296, 297 as from production date 01.11.2023 and with code 889
Reason for change	Change for clarity Change of TIPS obligation
Reason for block	Enough parts have been applied in QEC.

Complaint

Please perform the corresponding remedy measures (points 1-4) depending on the determined problem (points 1-4):

1. KeylessGo sensor surfaces do not respond.

Door handles can extend/retract if unlocked/locked using the key.

No particular fault code.

2. Flush-fitting door handle does not extend and/or retract.

One or more of the following fault codes are current and stored:

B185D96; B185E96; B186196; B186296

The following values are present in the control unit log (A17/x):

Motor_bridge_connection_fatal_error = True OR Motor_bridge_wrong_direction_fatal_error = True (see attachment for example)

3. Flush-fitting door handle does not extend and/or retract.

One or more of the following fault codes are current and stored:

B185D96; B185E96; B186196; B186296

The following values are present in the control unit log (A17/x):

Motor_init_error_for_sensors = True (for example, see attachment)

4. Flush-fitting door handle does not extend and/or retract.

The fault code B185911 is stored in the DCU (N69/X).

Cause

1. Software bug.
2. Software robustness.
3. Software robustness.
4. The resistance of the motor is outside of tolerance.

Remedy

Please perform the corresponding remedy measures (points 1-4) depending on the determined problem (points 1-4):

1. Perform a reset of the corresponding 'KEYLESS GO' door handle control unit (A17/x) via XENTRY (for example see attachment)

add-on is available (add-on 32204 for XENTRY version 06/25)

Please use one of the following damage codes:

8213H73; 8219773; 8213K73; 8219873

2. A control unit event log for the component part concerned (A17/x) must be created and the following values checked in the "Component Errors" section:

Motor_bridge_connection_fatal_error = True (for example, see attachment)

OR

Motor_bridge_wrong_direction_fatal_error = True (for example, see attachment)

If one of the values is "True":

Perform an SCN coding on the corresponding 'KEYLESS GO' door handle control unit (A17/x) via XENTRY

add-on is available (add-on 32280 for XENTRY version 06/25)

The faults must be deleted after SCN coding.

Please use one of the following damage codes:

8213H73; 8219773; 8213K73; 8219873

3. A control unit event log for the component part concerned (A17/x) must be created and the following value checked in the "Component Errors" section:

Motor_init_error_for_sensors = True (for example, see attachment)

If the value is "True":

Bearing bracket must be replaced.

Please use one of the following damage codes:

80A0D73; 80N0D73; 80N0E73; 80A0E73

4. The motor resistance is too low. Bearing bracket must be replaced.

Please use one of the following damage codes:

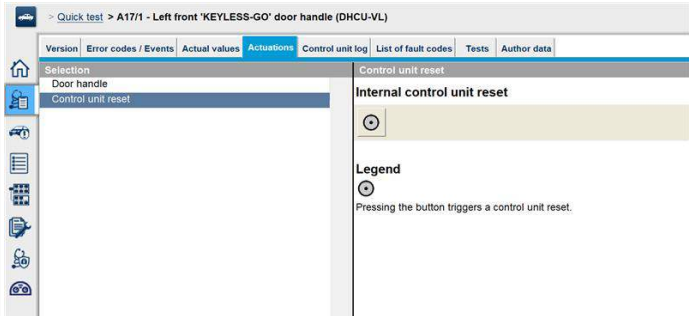
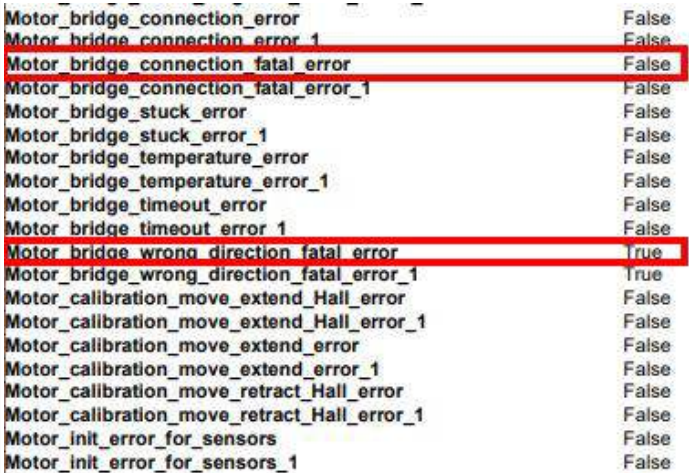
80A0D73; 80N0D73; 80N0E73; 80A0E73

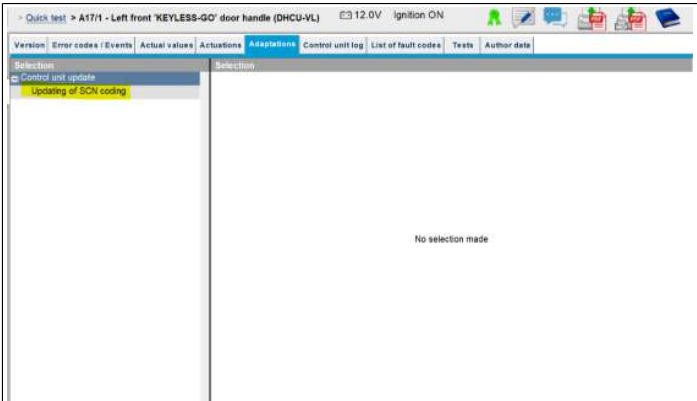
Please note that other published GI documents may also be valid for assessing the problem.

For example: "LI72.10-P-074316 Flush-Mounted Door Handle Jams When It Is Pulled Out".

If after the remedy points above are performed, the problem is still present, please submit a TIPS case to the PTS-Body/Chassis/Entertainment inbox.

→ In this case, store the damaged parts for further analyses.

Attachments	
File	Description
XENTRY-Reset-A17_X.jpeg 	Remedy 1. (EXAMPLE) XENTRY reset after add-on 32204 door handle A17/X [ENG]
CU-log_SG-Protokoll_1.jpg 	Remedy 2. (EXAMPLE): Values must be checked in the "Component Errors" section. One or both values must be "True"
SCN-Coding.png	Remedy 2. (EXAMPLE) XENTRY SCN coding after add-on 32280 door handle A17/X [ENG]



CU-log_SG-Protokoll_2.jpg

Motor_bridge_connection_error	False
Motor_bridge_connection_error_1	False
Motor_bridge_connection_fatal_error	False
Motor_bridge_connection_fatal_error_1	False
Motor_bridge_stuck_error	False
Motor_bridge_stuck_error_1	False
Motor_bridge_temperature_error	False
Motor_bridge_temperature_error_1	False
Motor_bridge_timeout_error	False
Motor_bridge_timeout_error_1	False
Motor_bridge_wrong_direction_fatal_error	True
Motor_bridge_wrong_direction_fatal_error_1	True
Motor_calibration_move_extend_Hall_error	False
Motor_calibration_move_extend_Hall_error_1	False
Motor_calibration_move_extend_error	False
Motor_calibration_move_extend_error_1	False
Motor_calibration_move_retract_Hall_error	False
Motor_calibration move retract Hall error 1	False
Motor init error for sensors	False
Motor_init_error_for_sensors_1	False

Remedy 3. (EXAMPLE): Values must be checked in the "Component Errors" section. The value must be "True"

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 > Door/Flap > Door > Door handle > Loose				
Body > Door/Flap > Door > Door handle > Jammed				
Overall vehicle > Safety and locking system > Keyless go > Function > Vehicle does not close using door handle				
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
	Capacitive sensor, unlock, front door	H	82197	

XENTRY Tips

	Capacitive sensor, lock, front door	H	8213H	
	Capacitive sensor, lock, rear door	H	8213K	
	Bearing bracket, door handle, retractable, front door, right	H	80N0F	
	Bearing bracket, door handle, retractable, rear door, right	H	80N0G	
	Bearing bracket, door handle, retractable, rear door, left	H	80A0G	
	Bearing bracket, door handle, retractable, front door, left	H	80A0F	
	Actuator motor, door handle, front door, left	H	80A0D	
	Actuator motor, door handle, front door, right	H	80N0D	
	Actuator motor, door handle, rear door, right	H	80N0E	
	Actuator motor, door handle, rear door, left	H	80A0E	
	Capacitive sensor, unlock, rear door	H	82198	