

---

PuMA measure

## RR31 - Door close assist complaints, motor detached

UR-V-2 65305237-05 - 10/26/20

### Complaint:

Door is unable to close using the close assist function, either from the inner or exterior button.  
In some cases there is also an audible noise from within the door when closed manually.

---

### Cause

- Door close assist motor has become detached from securing bracket.  
(Attached questionnaire must be completed in all cases)
- Initialisation of the door close assist motor has been lost.
- Failure of the door close assist motor (Internal drive)

---

### Measure

Complete a function test of door close assist and manual door closing, followed by a ISTA diagnostic session.

**\*\*The attached questionnaire MUST be completed and a TSARA case submitted with the information. Failure to submit a questionnaire will result in the warranty claim being rejected\*\***

-- Scenario 1:

If there is a noticeable knock or thump noise from within the door during movement, the most likely cause is a detached close assist motor, this may also be accompanied by fault codes stored in the Coach Door Module as wiring connections may also have become detached.

Please proceed by removing the inner door panel and sound insulation to access the close assist motor for inspection.

If the door close assist motor is found detached, please take a photo of the bracket position and submit an Info Only TSARA case in addition to the complaint questionnaire.

Note - Upon inspection if the close assist motor is correctly installed, initialisation must be performed and re-tested before any further work is completed.

If the door close assist motor is found to have become detached please follow the steps below and attached installation guide to ensure the close motor is re-fitted and aligned correctly to prevent a repeat complaint.

\* The door close motor must only be replacement if there is damage causing a functional issue, such as a bent control rod. Scratches to the plastic housing of the motor are superficial and do not require the component to be replaced. Photo evidence must be provided to support the requirement to replace the component.

Example photos are attached for guidance.

**\*\*An additional inspection of the door close motor bracket and confirmation of fixing torque on the opposite door must also be completed during the workshop visit.**

-- Scenario 2:

If there is no noise evident, proceed by checking the initialisation status of the door close assist motor using ISTA.

Re-initialise the close assist motor and repeat function test, if function does not return, complete

all ISTA test schedules suggested to a conclusion.

The ABL to complete initialisation can be found as follows:

Vehicle management --> Service Functions --> Body --> Automatic soft closing -->

ABL Initialising automatic soft closing

-- Scenario 3:

Door close motor is correctly installed and initialised but does not function.

If fault codes are stored, complete suggested test schedules to a conclusion.

Locate cause and rectify, replace door close assist motor if found to be defective.

To replace or re-install the door close assist motor, please use the attached guide and repair steps below:

1. Loose fit the close assist motor bracket onto inner door strengthening bar. The bracket assembly should still be free to move along the bar.
2. Fit the close assist motor with rubber grommet onto lower stud.
3. Install door close assist motor and door brake connections. Listen for positive 'click' to confirm engagement.
4. Locate the lower section of the bracket stud into rubber grommet on the top of the motor to find the correct position of the upper bracket along the strengthening bar.
5. With the bracket engaged in the top of the motor, tighten 3x upper fixings of the close assist bracket to the specified torque 8Nm and secure it to the strengthening bar.
6. Maintain downward pressure of the bracket into the top of the motor.
7. Align bracket and close assist motor so there are level, tighten 2x lower fixings of the bracket to the specified torque 8Nm.
8. Connect 3x harness connectors to closing assist motor - perform push/pull/push test. (additional task if motor has been replaced or fully removed)
9. Confirm the motor alignment is level and the bracket is fully secured.
10. Perform initialisation and function test the door close assist motor whilst monitoring the movement of the motor (slight upwards movement is to be expected).

ABL Location:

Vehicle management --> Service Functions --> Body --> Automatic soft closing -->

ABL Initialising automatic soft closing

11. Re-check the motor and bracket is still correctly aligned and has not moved

12. Refit sound insulation (replace if damaged) and install door trims.

13. Submit completed reporting questionnaire in a TSARA case.

\*\* Warranty claims will be rejected if a questionnaire is not completed \*\*

Warranty information:

Please use the following defect codes;

Front Door Complaints:

51 21 14 Automatic Soft Close system for front door

The following type defect code must be selected:

51 21 14 41 Door close assist system for front door Poorly adapted/fitted

Rear Door Complaints:

51 22 12 Automatic Soft Close system for rear door

The following type defect code must be selected:

51 22 12 41 Door close assist system for rear door Poorly adapted/fitted

Please use the following FRU's;

51 21 041 Removing and installing / replacing left or right door locking unit 14 FRU (main work)

51 21 541 Removing and installing / replacing left or right door 13 FRU (plusposition)

\*\*When submitting a claim to check the opposite door close motor is secure, additional labour op code 51 21 541 must be added to claim.

A separate claim for the check only is not required.

---

**Validity information**

---

Model series:	[RR31]
Engine range:	[ALL]
Body style:	[ALL]
Fault codes:	[31AA3, 31AE0, 31AB0, 31AE2, 31AB2, 31AD3]
Production period:	-

---

**Repair overviews**

---

51/21/005/13584/30344/24625, Door, front, Automatic Soft Closing, , , Cannot be encoded with VFC, , Checking, repairing, replacing

51/22/004/24626, Door, rear, Automatic Soft Closing, , , Cannot be encoded with VFC, , Checking, repairing, replacing

---

**Attachments**

---

Number of attachments: 3