

G Facelift 2018: Rear-end (tailgate) door cannot be opened

Topic number	LI72.20-P-073466
Version	1
Function group	72.20 - Tailgate, rear door
Date	8/10/21
Validity	Model 463 from model year 2021 (with code X20)
Reason for change	

Complaint

Difficult to open the rear-end (tailgate) door with the door handle.

Cause

The link rod between the door lock and the central locking actuator motor may jump out when locking the vehicle.

Remedy

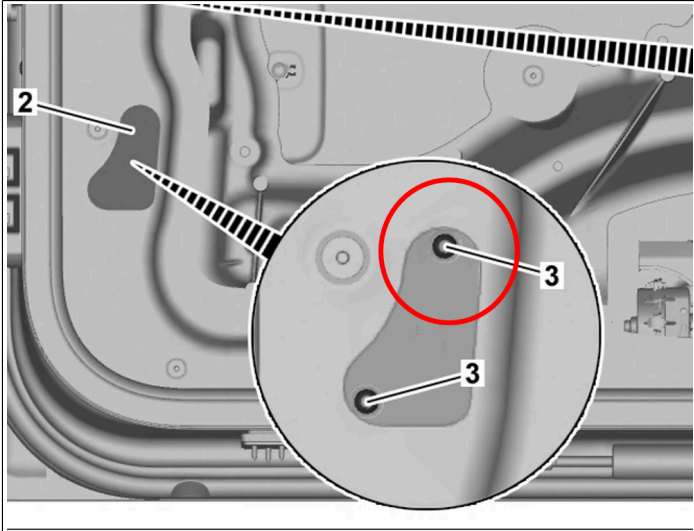
Note: Replacing the rear lock or other parts is not effective!

Currently available remedy:

1. Remove rear-end door central locking actuator motor AR80.20-p-4003XG (note: only partially detach insulation from rear-end door)
2. Drill out hole of upper mounting screw of actuator motor on inner door panel to 7 mm (Picture1) and seal with primer
3. Drill out hole on actuator motor clip to 5 mm (Picture 2)
4. Place CL actuator motor in position and fasten in place in topmost position (Picture 3)
5. Perform function test.
6. Assemble in the reverse order

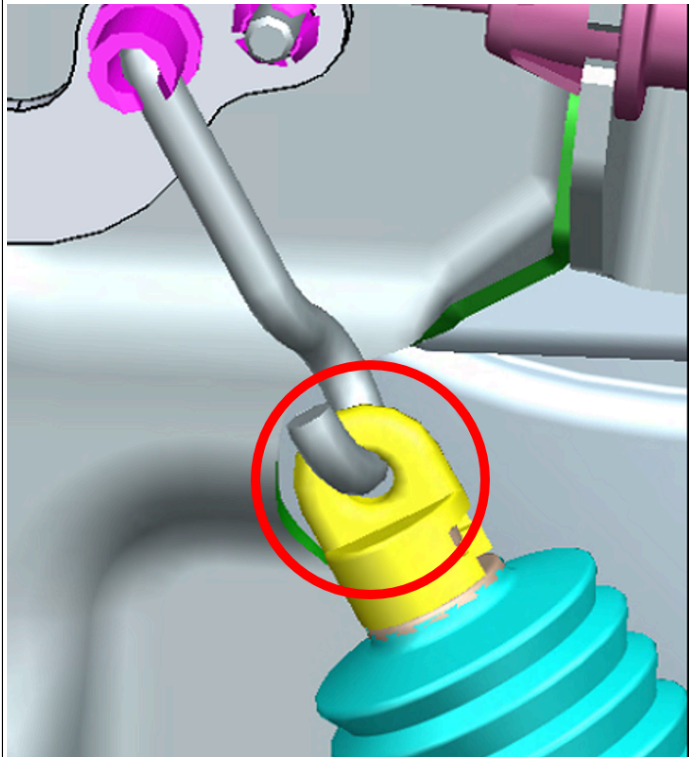
As soon as a modified remedy is available, you will be informed via this document.

Attachments	
File	Description
Türinnenblech Bohrung.png	Picture 1



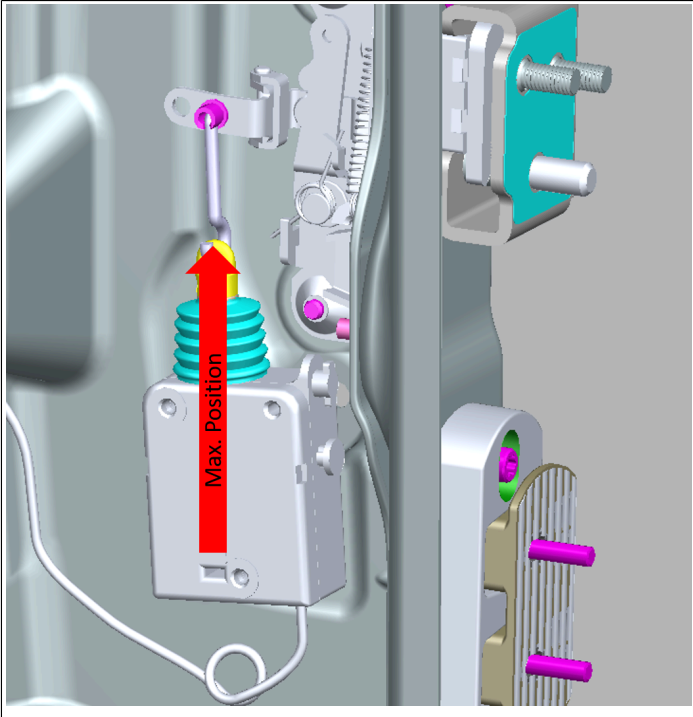
Clip ZV Steller.png

Picture 2



ZV Steller maximum Position.png

Picture 3



WIS-References

Document number	Title	Note
AR80.20-P-4003XG	Remove/install central locking motor on rear-end door	...

Symptoms

Body > Door/Flap > Hood/flap > Trunk lid/liftgate > Does not open

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			74005H2	