

223 Door Handles Do not Extend when Pressed

Topic number	LI80.61-P-073358
Version	1
Function group	80.61 - Keyless-Go/Keyless-Entry
Date	7/23/21
Validity	MODEL 223
Reason for change	Adaptation of complaint, remedy, cause

Complaint

The flush-mounted door handles are retracted and do not extend electrically in response to a command from the door handle (sensor in center of door handle is touched (see Picture 1, A)), so that the door can be opened.


Notes on retraction of flush-mounted door handles in customer mode:

- The door handles retract every time the vehicle is locked when all doors are closed.
- After all the doors have been closed, the door handles retract after a period of 4 min. (automatic retraction), even when the vehicle is not locked
- The door handles retract when the vehicle pulls away and vehicle speed exceeds 5 km/h.

Notes on transport mode:

- No automatic retraction
- When the transmitter key is operated, only the door handle on the driver's door retracts/extends. The remaining door handles remain permanently retracted.
- When the transmitter key is operated, only the driver's door is unlocked/locked. The remaining doors remain permanently locked.
- In transport mode, a command to extend the door handle cannot be sent from the door handle.

Attachments

File	Description
Bild  1.JPG	Picture 1

Cause

- The battery disconnect switch 30t is has been activated due to a low SOC on the 12V battery.

XENTRY TIPS

- The door handle on the driver's door is retracted with transport mode activated, even though the door is not locked.

Remedy

1. Press unlock button on spare transmitter key (if available). Then pull door handle to open door.

Pressing the unlock button causes the battery disconnect switch to close and the door handles to extend.

2. Check whether problem is still present.

If problem is still present, continue with operation step 3. Otherwise continue with operation step 6.

3. Open door using the following procedure:

a. Pry out rear end of door handle (Picture 2, B) with an aid (e.g. a plastic wedge). The door handle folds out slightly.

B. Keeping it parallel, pull out door handle to its extended position until some resistance is felt (Picture 3).

c. Applying more force, pull door handle beyond the point of resistance to end stop, in order to open door (Picture 4).

Notes:

- If the battery disconnect switch is open or if transport mode is selected, a greater force is required than in customer mode as the power opening function is not energized.
- Only pull the door handle in a horizontal direction (never pull up or down). Otherwise it may break (forcible damage).


4. Check whether problem is still present.

If problem is still present, continue with operation step 5. Otherwise continue with operation step 6.

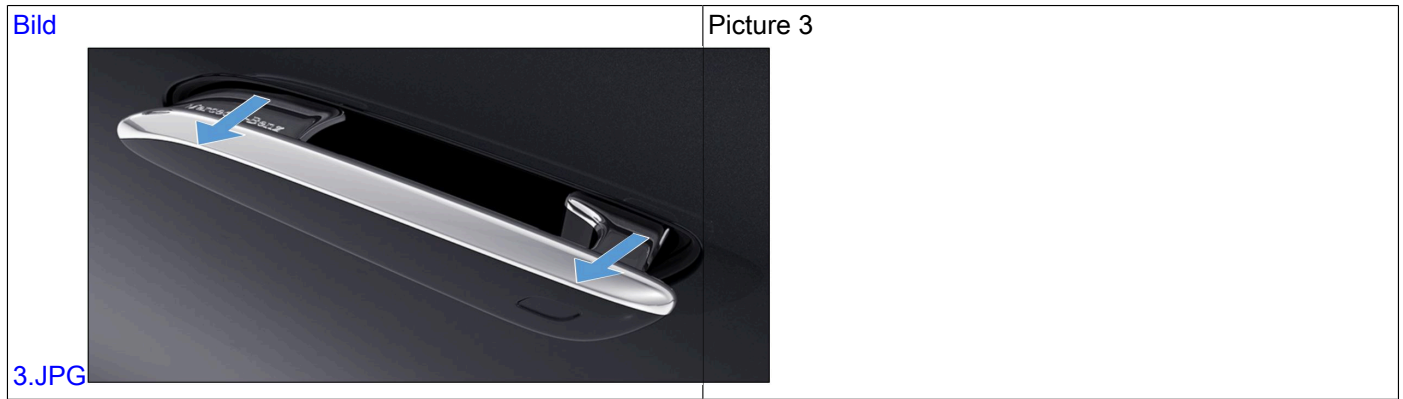
5. Check 12V battery state of charge in Xentry onboard electrical system data. Review conspicuous data looking for low battery SOC during date/time of complaint. If necessary the battery must be charged.

6. Create PTSS case with screenshots of 12V onboard electrical system data and EZS control unit log.

Note: Do not change any batteries! Observe the WIS references!

Attachments	
File	Description
Bild	Picture 2
2.JPG	

XENTRY TIPS



WIS-References		
Document number	Title	Note
SI54.10-P-0024A	Service Information: Battery maintenance	PLEASE NOTE!
SI54.10-P-0038A	Service Information: Maintenance of the on-board electrical system voltage on display and demonstration vehicles	PLEASE NOTE!

Symptoms
Body > Door/Flap > Door > Door handle > Jammed
Overall vehicle > Safety and locking system > Locks/locking/Remote closing mechanism > Does not open
Overall vehicle > Safety and locking system > Keyless go > Function > Vehicle does not open

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			8000N90	