

Surface Flush Door Handle Fails To Retract and/or Extend

Topic number	LI80.20-P-078308
Version	1
Function group	80.20 - Central locking system, interior central locking
Date	9/20/24
Validity	MODEL 214, 223, 294, 295, 296, 297 as from production date 01.11.2023 and with code 889
Reason for change	Validity adjusted

Complaint

Surface-flush door handle fails to retract and/or extend

Cause

Under analysis

Remedy

Create a TIPS case and send to the Body/Chassis/Entertainment inbox.

Please determine the following information:

1. Which complaint did the customer come into the workshop with?
2. Are fault codes stored in the control units A17/x? Please attach quick test to the TIPS case.

Please also take pictures of the door handle from a distance of approx. 2 m (from outside), as well as a detailed picture with high resolution from close up.

Then remove door handle and bearing bracket and check for any mechanical damage, if necessary take photos of damage.

Keep damaged part for further analysis.

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

XENTRY Tips

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

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			80A0F	