

## Creaking Noise When Opening or Closing The Tailgate

|                   |   |
|-------------------|---|
| Topic number      | LI72.20-P-078560  |
| Version           | 1   |
| Function group    | 72.20 - Tailgate, rear door   |
| Date              | 11/4/24   |
| Validity          | MODEL 294 with CODE 890 up to production date<br>15.10.2024<br><br>MODEL 296 with CODE 890 up to production date<br>15.10.2024<br><br>MODEL 297 with CODE 890 |
| Reason for change |   |

### Complaint

A creaking noise can sometimes be heard when the automatic tailgate is closing/opening.

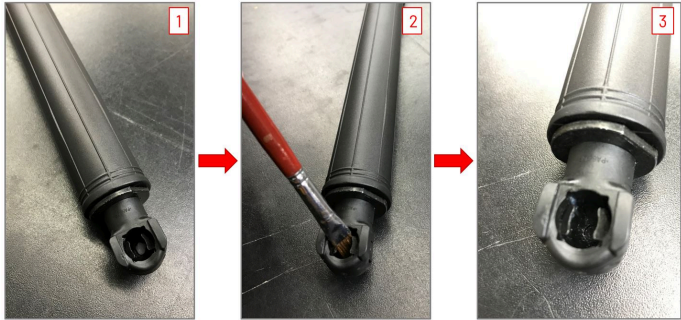
### Cause

Grease in the upper ball socket (ball socket with larger diameter) of the liftgate control (HKS) drive unit could not be distributed optimally across the ball surface and this can consequently result in increased friction between the ball socket and ball pin.

### Remedy

Smear existing grease in upper ball sockets of drive unit completely across ball surface using a brush (see picture).

To do so, the HKS drive unit must be removed (see WIS references).

| Attachments   |                               |
|---|-------------------------------|
| File  | Description                   |
| <a href="#">Bild.JPG</a><br> | Picture - Grease distribution |

### WIS-References

# XENTRY Tips

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| Document number   | Title                                       | Note                                    |
|-------------------|---|---|
| AR72.29-P-5590EQD | Remove/install electric tailgate drive unit | with code 890 (Automatic rear-end door) |

## 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 > Hood/flap > Trunk lid/liftgate > Noise

### Control unit/fault code

| Control unit                              | Fault text |
|---|------------|
| N121/1 - Tailgate control (HKS) (PTCM213) | -          |

### Operation numbers/damage codes

| Op. no. | Operation text | Time | Damage code | Note |
|---------|----------------|------|-------------|------|
|         |                |      | 8210B36     |      |